



Amendment No.11
to
Contract No. NA180000073
for
Custodial Services
between
BHW Operating Company LP
dba UCS
and the
City of Austin

- 1.0 Austin City Council has approved the two final extension options available on the above referenced contract, per RCA #43, March 4, 2021.
- 2.0 This amendment hereby executes the second 12-month renewal option of the contract in the amount of \$940,000. There is one remaining extension option.
- 3.0 Additionally, this amendment hereby adds the following location for services, per the attached estimate dated March 4, 2021:

3.1 City of Austin Parks and Recreation Department
2200 Lakeshore Blvd
Austin, TX 78741

- 4.0 The total contract authorization is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,800,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$ 00.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/ Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$59,000 09/28/2018	\$ 59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$ 61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increases 03/07/2019	\$ (61,000.00) \$ 61,000.00	\$1,939,000.00 \$2,000,000.00
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$ 940,000.00	\$2,940,000.00
Amendment No. 6: Addition of Funds per RCA #48 3/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000 added to Total Contract Amount 03/25/2020	\$ 270,000.00	\$3,211,000.00

Term	Contract Amount for the Item	Total Contract Amount
Amendment No. 7: Administrative Increase 04/02/2020	\$ 61,000.00	\$3,272,000.00
Amendment No. 8: Add custodial services at PARD's Central Maintenance Complex: Facility Construction office (1300 sf) Portable Building (Sugar Shack- 966 sf). Increase of \$2,860.00/6 months Increase Custodial Services at the Men and Women Restrooms at the Central Maintenance Complex from three days a week to five days a week. Performance Period: 10/01/2020 – 03/31/2021	\$ 5,720.00	\$3,277,720.00
Amendment No. 9: Reverse Contract Amount from Amendment No. 8 Add Janitorial Services - City of Austin Parks and Recreation - Montopolis Recreation Center (\$1,762.50/month X 6 months = \$10,575.00) Performance Period: (10/01/2020 – 03/31/2021) Correct Total Contract Amount 1/29/2021	\$ -5,720.00	\$3,272,000.00
Amendment No. 10: Extend current term for 30 days from 3/2/21 to 4/1/21	\$0.00	\$3,272,000.00
Amendment No. 11: Option 2-Extension 4/2/2021 – 03/01/2022	\$940,000.00	\$4,212,000.00

5.0 MBE/WBE goals were not established for this contract.

6.0 By signing this Amendment, the Contractor certifies that the Contractor and its principles are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

7.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above-referenced contract.

BWH Operating Company, LP dba UCS

CITY OF AUSTIN

Sign/Date: Benjamin Wells, 3/9/21
Benjamin Wells, President
Authorized Representative

Sign/Date: Linell Goodin-Brown Digitally signed by Linell Goodin-Brown
Date: 2021.03.30 11:06:50 -05'00'

Linell Goodin-Brown
Procurement Supervisor

BHW Operating Company, LP dba UCS
1834 Ferguson Lane, Suite 1000
Austin, TX 78754
(512) 385-6600
bwells@usccompanies.com

City of Austin
Purchasing Office
124 W 8th Street, Ste 310
Austin, TX 78701



March 9, 2021

LeAnn L. Ishcomer, M.ED.
Park Ranger Program Manager
City of Austin Parks and Recreation Department
2200 Lake Shore Blvd
Austin, TX 78741

Subject: Deep Cleaning Quote

Dear LeAnn:

Thank you for allowing UCS to submit a Proposal for Additional Services for your property; Please find attached our specifications and pricing. We trust you will find all items necessary for selecting UCS as your service provider.

The price for detailing the entire building is **\$ 1,950.00**, See detailed list of duties below, please review and let us know if you have any question or if you require more information.

- **Deep Cleaning of all restrooms, Laundry room and storage area.**
- **Carpet Shampooing in all carpeted areas.**
- **Dusting of all areas.**
- **Front entrance cleaning**
- **Scrubbing tile Floor in main lobby, Restrooms, Kitchen and Laundry areas.**
- **Mopping of all concrete floors.**
- **Deep Cleaning of kitchen including appliances.**
- **Cobweb removal and window washing in and out.**
- **Removal of all trash.**

Our Mission

To be uncompromising about customer service, to treat our customers and employees with respect and integrity and to be the best Cleaning and reconstruction Company in Texas.

Kind Regards,

Alberto Penate
Janitorial Operations Manager



Amendment No. 8
To
Contract No. NA180000073
For
Custodial Services
Between
American Facility Services, inc.
and the
City of Austin

- 1.0 Austin City Council has approved the two final extension options available on the above referenced contract, per RCA #43, March 4, 2021.
- 2.0 This amendment hereby executes the second 12-month renewal option of the contract in the amount of \$940,000. There is one remaining extension option.
- 3.0 The total contract authorization is recapped below.

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Administrative Increase 12/14/2018	\$59,000.00	\$1,939,000.00
Amendment No. 2: Administrative Increase 03/07/2019	\$61,000.00	\$2,000,000.00
Amendment No. 3: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00
Amendment No. 4: Addition of Funds per RCA #48, 03/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000.00 added to Total Contract Amount 03/25/2020 03/25/2020	\$270,000.00	\$3,211,000.00
Amendment No.5: Administrative Increase 04/2/2020	\$61,000.00	\$3,272,000.00
Amendment No. 6: Add PARD location	\$0.00	\$3,272,000.00
Amendment No. 7: 30 day extension 3/2/21 - 4/1/21	\$0.00	\$3,272,000.00
Amendment No. 8: Option 2 – Extension 4/2/2021 – 03/01/2022	\$940,000.00	\$4,212,000.00

- 4.0 MBE/WBE goals do not apply to this contract.
- 5.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 6.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Harold Angel 3/9/21

Printed Name: Harold Angel, Vice President
Authorized Representative

American Facility Services, Inc.
1325 Union Hill Industrial Court, Suite A
Alpharetta, Georgia 30004-2005
(770) 740-1613
anugent@amfacility.com

Sign/Date: Linell Goodin-Brown

Digitally signed by Linell Goodin-Brown
Date: 2021.03.30 11:08:14 -05'00'

Linell Goodin-Brown
Procurement Supervisor

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No.10
to
Contract No. NA180000073
for
Custodial Services
between
BHW Operating Company LP
dba UCS
and the
City of Austin

- 1.0 The City hereby amends the above-referenced contract to extend the current term for a period of 30 days.
- 2.0 The total contract authorization is unchanged and is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,800,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$ 00.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/ Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$59,000 09/28/2018	\$ 59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$ 61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increases 03/07/2019	\$ (61,000.00) \$ 61,000.00	\$1,939,000.00 \$2,000,000.00
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$ 940,000.00	\$2,940,000.00
Amendment No. 6: Addition of Funds per RCA #48 3/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000 added to Total Contract Amount 03/25/2020	\$ 270,000.00	\$3,211,000.00
Amendment No. 7: Administrative Increase 04/02/2020	\$ 61,000.00	\$3,272,000.00
Amendment No. 8: Add custodial services at PARD's Central Maintenance Complex: Facility Construction office (1300 sf) Portable Building (Sugar Shack- 966 sf). Increase of \$2,860.00/6 months Increase Custodial Services at the Men and Women	\$ 5,720.00	\$3,277,720.00

Term	Contract Amount for the Item	Total Contract Amount
Restrooms at the Central Maintenance Complex from three days a week to five days a week. Performance Period: 10/01/2020 – 03/31/2021		
Amendment No. 9: Reverse Contract Amount from Amendment No. 8 Add Janitorial Services - City of Austin Parks and Recreation - Montopolis Recreation Center (\$1,762.50/month X 6 months = \$10,575.00) Performance Period: (10/01/2020 – 03/31/2021) Correct Total Contract Amount 1/29/2021	\$ -5,720.00	\$3,272,000.00
Amendment No. 10: Extend current term for 30 days from 3/2/21 to 4/1/21	\$0.00	\$3,272,000.00

3.0 MBE/WBE goals were not established for this contract.

4.0 By signing this Amendment, the Contractor certifies that the Contractor and its principles are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

5.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above-referenced contract.

BWH Operating Company, LP dba UCS

CITY OF AUSTIN

Sign/Date: B. H. Wells, 3/1/21
Benjamin H. Wells, President
 Authorized Representative

Sign/Date: Linell Goodin-Brown Digitally signed by Linell Goodin-Brown
 Date: 2021.03.01 15:36:44 -06'00'

BWH Operating Company, LP dba UCS
 1834 Ferguson Lane, Suite 1000
 Austin, TX 78754
 (512) 385-6600
 bwells@usccompanies.com

City of Austin
 Purchasing Office
 124 W 8th Street, Ste 310
 Austin, TX 78701



Amendment No. 7
To
Contract No. NA180000073
For
Custodial Services
Between
American Facility Services, inc.
and the
City of Austin

1.0 The City of Austin hereby exercises an extension of the contract's current term for a period of 30 days.

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Administrative Increase 12/14/2018	\$59,000.00	\$1,939,000.00
Amendment No. 2: Administrative Increase 03/07/2019	\$61,000.00	\$2,000,000.00
Amendment No. 3: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00
Amendment No. 4: Addition of Funds per RCA #48, 03/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000.00 added to Total Contract Amount 03/25/2020 03/25/2020	\$270,000.00	\$3,211,000.00
Amendment No.5: Administrative Increase 04/2/2020	\$61,000.00	\$3,272,000.00
Amendment No. 6: Add PARD location	\$0.00	\$3,272,000.00
Amendment No. 7: 30 day extension 3/2/21 -4/1/21	\$0.00	\$3,272,000.00

2.0 MBE/WBE goals do not apply to this contract.

3.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

4.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

Harold Angel 3/1/21

Sign/Date:

Linell Goodin-Brown

Digitally signed by Linell Goodin-Brown
Date: 2021.03.01 15:35:50 -06'00'

Printed Name: Harold Angel, Vice President
Authorized Representative

American Facility Services, Inc.
1325 Union Hill Industrial Court, Suite A
Alpharetta, Georgia 30004-2005
(770) 740-1613
anugent@amfacility.com

Linell Goodin-Brown
Procurement Supervisor

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 9
to
Contract No. NA180000073
for
Custodial Services
between
BHW Operating Company LP
dba UCS
and the
City of Austin

1.0 The City hereby amends the above-referenced contract to add the following site to the contract and to correct the contract amount:

1.1 Provide the following custodial services at the following location:
City of Austin Parks and Recreation
Montopolis Recreation Center
1200 Montopolis Drive
Austin, TX 78741

1.2 Add UCS Janitorial Service Proposal dated 1/13/2021 (copy of proposal is attached to this Amendment.)

1.3 Contract Amount in Amendment No. 8 was posted incorrectly. Total Contract Amount is revised to read \$3,272,000.00.

2.0 The total contract authorization is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,800,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$ 00.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/ Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$59,000 09/28/2018	\$ 59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$ 61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increases 03/07/2019	\$ (61,000.00) \$ 61,000.00	\$1,939,000.00 \$2,000,000.00
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$ 940,000.00	\$2,940,000.00

Term	Contract Amount for the Item	Total Contract Amount
Amendment No. 6: Addition of Funds per RCA #48 3/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000 added to Total Contract Amount 03/25/2020	\$ 270,000.00	\$3,211,000.00
Amendment No. 7: Administrative Increase 04/02/2020	\$ 61,000.00	\$3,272,000.00
Amendment No. 8: Add custodial services at PARD's Central Maintenance Complex: Facility Construction office (1300 sf) Portable Building (Sugar Shack- 966 sf). Increase of \$2,860.00/6 months Increase Custodial Services at the Men and Women Restrooms at the Central Maintenance Complex from three days a week to five days a week. Performance Period: 10/01/2020 – 03/31/2021	\$ 5,720.00	\$3,277,720.00
Amendment No. 9: Reverse Contract Amount from Amendment No. 8 Add Janitorial Services - City of Austin Parks and Recreation - Montopolis Recreation Center (\$1,762.50/month X 6 months = \$10,575.00) Performance Period: (10/01/2020 – 03/31/2021) Correct Total Contract Amount 1/29/2021	\$ -5,720.00	\$3,272,000.00

3.0 MBE/WBE goals were not established for this contract.

4.0 By signing this Amendment, the Contractor certifies that the Contractor and its principles are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

5.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above-referenced contract.

BWH Operating Company, LP dba UCS

CITY OF AUSTIN

Sign/Date:  1/29/21
Benjamin Wells, President
 Authorized Representative

Sign/Date: Linell Goodin-Brown
Digitally signed by Linell Goodin-Brown
 Date: 2021.01.29 14:40:21 -06'00'

~~BWH~~
 BWH Operating Company, LP dba UCS
 1834 Ferguson Lane, Suite 1000
 Austin, TX 78754
 (512) 385-6600
 bwells@usccompanies.com

City of Austin
 Purchasing Office
 124 W 8th Street, Ste 310
 Austin, TX 78701



**Janitorial Service Proposal
City of Austin Parks and Recreation
Montopolis Recreation Center
1200 Montopolis drive
Austin Texas, 78741**



UCS
1834 Ferguson Lane, Suite 1000 Austin, Texas 78754
(512) 385-6600



January 29, 2021

***Gina Saenz
South District Program Manager
Community Recreation Division
City of Austin Parks and Recreation Department
200 south Lamar Blvd
Austin, TX 78704-1046***

Subject: Janitorial Service for Montopolis Recreation and Community Center, 1200 Montopolis Drive.

Dear Gina,

Thank you for allowing UCS to submit a Proposal for Nightly Janitorial Service. Please find attached our specifications and pricing for your property. We trust you will find all items necessary for selecting UCS as your service provider.

Please review and let us know if you have any question or if you require more information.

Our Mission

To be uncompromising about customer service, to treat our customers and employees with respect and integrity and to be the best Cleaning and reconstruction Company in Texas.

I look forward to working with you!

Respectfully
Alberto Penate
Janitorial Operations Manager



JANITORIAL CLEANING SPECIFICATIONS

Montopolis Recreation and Community Center

ENTRANCE, OFFICE AREAS. CONFERENCE ROOM(s), COMMON AREAS, HALLWAYS

Daily

Vacuum all carpeted areas

Sweep and mop all hard surface floors

Spot clean carpeted area using approved spotter

Empty all trash receptacles and replace liners as necessary

Dust all furniture, desks, picture frames up to 6 ft high

Wipe down and sanitize telephones

Spot clean glass doors and side lights in offices

Spot clean glass partitions

Clean and sanitize water fountains

Spot clean walls for marks

Clean Kitchen counters and wash sink. (dishes left in sink will not be washed)

Clean Conference table and re arrange chairs

Sweep and mop lobby stairs

Clean and sanitize all handrails in public areas

Sweep and spot mop floor as necessary in basketball area, walking track, weight room and Dance studio



WEEKLY

Vacuum carpet edges and corners along walls and partitions

Brush or vacuum lint and loose soil from upholstered furniture

High dust all areas cabinets, picture frames, doors, etc.

Thoroughly dust and spot clean cleared areas on all vertical surfaces of desks, credenzas, tables, filing cabinets, etc. for removal of dust, spillage, marks, & coffee rings

Spot clean light switch plates, door frames and door jams

MONTHLY

Dust all ceiling vents

Edge and clean all baseboards and low areas in furniture

High dust all horizontal surfaces above 6 foot

KITCHEN, COPY ROOMS AND EMPLOYEE LUNCHROOM

DAILY

Clean and sanitize counter/tables

Spot clean refrigerator door

Vacuum carpeted areas

Sweep and mop floor tiled floors

Spot clean all doors, walls, and light switches

Empty trash and recycle receptacles and replace liner

Restock paper towels and soap as necessary



MONTHLY

Clean and sanitize all trash containers to remove soil and stains

Dust high ledges, moldings and picture frame

RESTROOMS

DAILY

Clean and sanitize sinks and counters with disinfectant

Clean and disinfect commodes and urinals

Clean and sanitize showers

Empty waste receptacles and replace liner

Clean disinfect and polish fixtures

Spot wash walls and partitions

Clean and polish mirrors

Refill all paper, soap and air freshener dispensers

Sweep and mop floor using a disinfectant and odor free solution

Dust top of partitions and under counter fixtures

JANITOR CLOSET

Clean sink and make sure that water is turned off

Remove trash and clean floor

Leave all equipment clean and in a need order

Maintain all supplies organized

Keep MSD book up to date



OTHERS

UCS will report to property management staff any security breach, leaks or maintenance needs.

Employees are instructed by UCS to use electrical outlets other than those where computers are plugged in.

Computer and related hardware cleaning is the sole responsibility of the person occupying the office or cubicle space.

Cleaning personal items such as vases, pictures, and other decorations will not be performed and desktop, Conference tables with paperwork will not be disturbed.

UCS employees are not allowed at any time to bring spouses, partners, and /or children on site while performing their hired duties.

Green Cleaning Supplies and equipment are used



Janitorial Service Price
Montopolis Recreation and Community Center
City of Austin Parks and Recreation Department
Main Office
200 So. Lamar Blvd
Austin, Texas 78704-1046

Price for Janitorial Service 5 times per week, \$ 1,762.50 per month
Total Price per year is \$21,150.00.

Service is 5 days per week, Monday Through Friday

Restroom supplies, Liners and kitchen cleaning supplies are not included in price. We can purchase and bill at 15% handling charge.



Amendment No. 8
to
Contract No. NA180000073
for
Custodial Services
between
BHW Operating Company LP
dba as UCS
and the
City of Austin

1.0 The City hereby amends the above-referenced contract to incorporate the following changes at the Administrative Maintenance Building:

1.1 Provide custodial services at the following location:
Facility Construction Areas
PARD's Central Maintenance Complex
2525 Lakeshore Boulevard
Austin Texas

Location	Custodial Services
Portable Building aka Sugar Shack (966 sf) Behind the Forestry and Welding Building	Add custodial services two (2) days a week
Facility Construction office area (1300 sf) Adjacent to Main Maintenance Building	Add custodial services two (2) days week
Men and Women Restrooms Central Maintenance Complex	Increase Custodial Services from three (3) days a week to five (5) days a week

1.2 Add USC quote for Janitorial Service from October 1, 2020 through March 31, 2021 for Maintenance Yard Administrative offices (Attachment A).

2.0 The total contract authorization is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,800,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$ 00.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/ Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$59,000 09/28/2018	\$ 59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$ 61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increases 03/07/2019	\$ (61,000.00) \$ 61,000.00	\$1,939,000.00 \$2,000,000.00

Term	Contract Amount for the Item	Total Contract Amount
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$ 940,000.00	\$2,940,000.00
Amendment No. 6: Addition of Funds per RCA #48 3/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000 added to Total Contract Amount 03/25/2020	\$ 270,000.00	\$3,211,000.00
Amendment No. 7: Administrative Increase 04/02/2020	\$ 61,000.00	\$3,272,000.00
Amendment No. 8: Add custodial services at PARD's Central Maintenance Complex: Facility Construction office (1300 sf) and Portable Building (Sugar Shack- 966 sf). Increase of \$2,860.00/6 months Increase Custodial Services at the Men and Women Restrooms at the Central Maintenance Complex from three days a week to five days a week. Performance Period: 10/01/2020 – 03/31/2021 09/29/2020	\$ 5,720.00	\$3,277,720.00

3.0 MBE/WBE goals were not established for this contract.


4.0 By signing this Amendment, the Contractor certifies that the Contractor and its principles are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

5.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above-referenced contract.

BWH Operating Company, LP dba UCS

CITY OF AUSTIN

Sign/Date:  Wells, 10/1/20
Benjamin H. Wells
 Authorized Representative

Sign/Date: Linell Goodin-Brown
 Digitally signed by Linell Goodin-Brown
 Date: 2020.10.01 11:48:34 -05'00'

BWH Operating Company, LP dba UCS
 1834 Ferguson Lane, Suite 1000
 Austin, TX 78754
 (512) 385-6600
 bwells@usccompanies.com

City of Austin
 Purchasing Office
 124 W 8th Street, Ste 310
 Austin, TX 78701

Amendment No. 8
Contract No. NA180000073
Attachment A



1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
Direct: 512-385-6600
Toll-Free: 844-385-6600
Fax: 512-385-0320
www.ucskompanies.com

**Janitorial Service Price for Facility Services – Parks and Recreation
Department.**

2525 Lakeshore Blvd.
Austin, TX 78741

Janitorial Services from October 1st, 2020 through March 31st, 2021 for Maintenance Yard
Administrative offices as detailed in the attached Statement of Work:

- | | |
|--|------------------------|
| -Price for Janitorial Service (2 times per week)
Weekly Janitorial Service at \$110.00 per week.
Total \$476.65 per month. | \$2,860.00 / 6 months. |
| -Restroom Floor Scrub Service, As requested.
One (1) per year, Restroom Floor Scrub Service at \$85.00 each | \$85.00 per service |
| -Clean interior of Refrigerator, As requested.
One (1) cleaning service for at \$25.00 per service. | \$25.00 per service |
| -Strip and Wax Tile Floor, As requested, Minimum Charge \$125.00 per service | |

Grand Total \$ 5,720.00 Per year. (Excludes additional services)

Consumables (toilet paper, towels, hand soap, etc.), if customer requests UCS to supply them, will be charged at UCS' cost plus 15%.

*Applicable sales tax, if any, will be added to all invoices and is not included in price above.



Amendment No. 8
Contract No. NA180000073
Attachment A

Statement of Work

Lobby(s) and Common Areas

Daily

- Empty any waste containers and replace liners.
- Disinfect all entrance door handles.
- Spot clean all entrance doors inside and outside as required.
- Wipe down trash receptacles as needed.
- Transport waste to designated areas.
- Spot clean all glass, glass doors, mirrors and dividing partitions.
- Sweep, vacuum, and mop all flooring excluding moving or relocating any equipment, furniture, or storage containers (movable chairs will be moved so that the floors can be cleaned).
- Vacuum all carpeted areas including stairwells on all floors.

Weekly

- High dusting of pictures, picture frames, props on walls, and signage
- High dusting of cob webs, fire alarms, signs, and ceiling corners.
- Low dusting including baseboards, window sills, stairwells.
- Wipe down Janitorial doors as needed

Monthly

- High dusting, including vents, partitions, and ceiling fans.
- Low dusting, including baseboards, window sills, stairwell, tables, and desks.
- Light spot cleaning only of small spots, spills, and stains on carpeted areas.
- Sweep and mop janitorial storage areas.
- Clean janitorial-use trash cans as requested to minimize odors.



Amendment No. 8
Contract No. NA180000073
Attachment A

Office Space and Tenant Areas

Daily

- Empty and waste containers and replace liners.
- Disinfect all entrance door handles.
- Spot clean glass of all entrance doors, inside and outside.
- Spot clean all entrance doors, interior and exterior, as required.
- Wipe down trash receptacles as needed.
- Transport waste to designated areas.
- Spot clean all glass, glass doors, mirrors, and dividing partitions.
- Sweep, vacuum, and mop all flooring without moving or relocating any equipment, furniture, or storage containers (movable chairs will be moved so that the floors can be cleaned).
- Vacuum all carpeted areas, including stairwells on all floors.

Weekly

- High dusting of pictures and picture frames.
- High dusting of cob webs, fire alarms, and ceiling corners.
- Low dusting, including baseboards, window sills, stairwell, tables, and desks.

Monthly

- High dusting, including vents.
- Low dusting, including baseboards, window sills, stairwells.
- Light spot cleaning only of small spots, spills, and stains on carpeted areas.

Kitchen Areas

Weekly

- Clean counters and tables.
- Clean inside of microwaves.
- Spot clean refrigerator and appliance exterior only.
- Vacuum carpeted areas.
- Sweep and/or dust mop floor.
- Damp mop tile floor surfaces.
- Spot clean all doors, walls, and light switches.
- Empty waste receptacles and place for disposal.
- Change wastebasket liner bags as necessary from customer's inventory.
- Restock paper and soap.



Amendment No. 8
Contract No. NA180000073
Attachment A

Weekly

- Dust high ledges, moldings, and picture frames.

Monthly

- Clean and sanitize all trash containers to remove soil and stains.

Common Area Restrooms

Daily

- Clean and disinfect sinks, urinals, toilet basins, lavatories, and countertops.
- Clean and disinfect countertops, cabinet handles, door knobs, door handles.
- Replenish paper towel, toilet tissue, and soap dispensers to normal limits.
- Wipe down dispensers with disinfectant solution.
- Clean mirrors, glass, and glass partitions.
- Spot clean partitions.
- Dust, mop, or sweep.
- Damp mop floors with disinfectant solution.
- Remove any spillage as required.
- Spot clean entry doors on both sides and kick plate areas.

Weekly

- Dust partitions and fixtures.
- Dust baseboards.

Monthly

- High dusting including light fixtures, and signage.
- Dust vents, cob webs and ceiling corners.





Amendment No. 7
To
Contract No. NA180000073
For
Custodial Services
Between
BWH Operating Company, LP
dba UCS
and the
City of Austin

- 1.0 The City exercises an Administrative Increase of \$61,000.00, each and combined, on the subject contract. The increase will become effective on April 2, 2020.
- 2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$0.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$ 59,000.00 09/28/2018	\$59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increase 03/07/2019	 (-\$61,000.00) \$61,000.00	 \$1,939,000.00 \$2,000,000.00
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00
Amendment No. 6: Addition of Funds per RCA #48, 03/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000.00 added to Total Contract Amount 03/25/2020	\$270,000.00	\$3,211,000.00
Amendment No. 7: Administrative Increase 04/02/2020	\$61,000.00	\$3,272,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: B. H. Wells, 4/2/20

Printed Name: Benjamin H. Wells
Authorized Representative

Matthew
Sign/Date: Duree

Matthew Duree
Procurement Manager

Digitally signed by
Matthew Duree
Date: 2020.04.02
10:14:21 -05'00'

BWH Opertaing Company, LP
dba UCS
1834 Ferguson Lane, Suite 1000
Austin, Texas 78754
(512) 385-6600
bwells@ucsccompanies.com

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



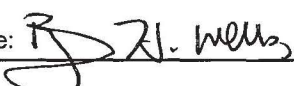
Amendment No. 6
To
Contract No. NA180000073
For
Custodial Services
Between
BWH Operating Company, LP
dba UCS
and the
City of Austin

- 1.0 The Austin City Council has approved a 12-month extension of the subject contract per RCA #48, March 6, 2020.
- 2.0 The City hereby corrects the funding amount for Option 1 of the subject contract. \$270,000.00 is added to the \$940,000.00 for a total of \$1,210,000.00 for Option 1. The Total Contract Amount with Option 1 is \$3,211,000.00, each and combined.
- 3.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$0.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$ 59,000.00 09/28/2018	\$59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increase 03/07/2019	 (-\$61,000.00) \$61,000.00	 \$1,939,000.00 \$2,000,000.00
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00
Amendment No. 4: Addition of Funds per RCA #48, 03/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000.00 added to Total Contract Amount 03/25/2020	\$270,000.00	\$3,211,000.00

- 4.0 MBE/WBE goals do not apply to this contract.
- 5.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 6.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:  3/25/20

Matthew
Duree
Sign/Date: _____

Digitally signed by
Matthew Duree
Date: 2020.03.31
15:04:29 -05'00'

Printed Name: Benjamin H. Wells
Authorized Representative

BWH Operating Company, LP
dba UCS
1834 Ferguson Lane, Suite 1000
Austin, Texas 78754
(512) 385-6600
bwells@ucscorporations.com

Matthew Duree
Procurement Manager

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 5
To
Contract No. NA180000073
For
Custodial Services
Between
BWH Operating Company, LP
dba UCS
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be March 2, 2020 through March 1, 2021. Two options will remain.
- 2.0 The total contract amount is increased by \$940,000.00, each and combined, by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the Contract 04/26/2019	\$0.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/Maintenance Building Offices, Exhibit F to the Contract and Administrative Increase of \$ 59,000.00 09/28/2018	\$59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase (APL) 12/14/2018	\$61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Administrative Increase from 12/14/2018. Add Watershed Department, Exhibit G to the Contract and Administrative Increase 03/07/2019	(\$61,000.00) \$61,000.00	\$1,939,000.00 \$2,000,000.00
Amendment No. 5: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Benjamin H. Wells, 2/11/2020

Printed Name: Benjamin H. Wells
Authorized Representative

BWH Operating Company, LP
dba UCS
1834 Ferguson Lane, Suite 1000
Austin, Texas 78754
(512) 385-6600
bwells@ucscorporations.com

Sign/Date: Matthew Duree, 2/24/20

Matthew Duree
Procurement Manager

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 5
To
Contract No. NA180000073
For
Custodial Services
Between
American Facility Services, inc.
and the
City of Austin

- 1.0 The City exercises an Administrative Increase of \$61,000.00, each and combined, on the subject contract. The increase will become effective on April 2, 2020.
- 2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Administrative Increase 12/14/2018	\$59,000.00	\$1,939,000.00
Amendment No. 2: Administrative Increase 03/07/2019	\$61,000.00	\$2,000,000.00
Amendment No. 3: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00
Amendment No. 4: Addition of Funds per RCA #48, 03/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000.00 added to Total Contract Amount 03/25/2020	\$270,000.00	\$3,211,000.00
Amendment No. 5: Administrative Increase 04/02/2020	\$61,000.00	\$3,272,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

4/1/20

Printed Name: Harold Angel
Authorized Representative

American Facility Services, Inc.
1325 Union Hill Industrial Court, Suite A
Alpharetta, Georgia 30004-2005
(770) 740-1613
anugent@amfacility.com

Matthew
Duree

Digitally signed by
Matthew Duree
Date: 2020.04.02
10:13:37 -05'00'

Sign/Date:

Matthew Duree
Procurement Manager

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 4
To
Contract No. NA180000073
For
Custodial Services
Between
American Facility Services, inc.
and the
City of Austin

- 1.0 The Austin City Council has approved a 12-month extension of the subject contract per RCA #48, March 6, 2020.
- 2.0 The City hereby corrects the funding amount for Option 1 of the subject contract. \$270,000.00 is added to the \$940,000.00 for a total of \$1,210,000.00 for Option 1. The Total Contract Amount with Option 1 is \$3,211,000.00, each and combined.
- 3.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Administrative Increase 12/14/2018	\$59,000.00	\$1,939,000.00
Amendment No. 2: Administrative Increase 03/07/2019	\$61,000.00	\$2,000,000.00
Amendment No. 3: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00
Amendment No. 4: Addition of Funds per RCA #48, 03/6/2020: Action Amount for Option 1 should have been \$1,210,000.00. \$270,000.00 added to Total Contract Amount 03/25/2020	\$270,000.00	\$3,211,000.00

- 4.0 MBE/WBE goals do not apply to this contract.
- 5.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 6.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Harold Angel 3/30/20

Printed Name: Harold Angel
Authorized Representative

American Facility Services, Inc.
1325 Union Hill Industrial Court, Suite A
Alpharetta, Georgia 30004-2005
(770) 740-1613
anugent@amfacility.com

Sign/Date: Matthew Duree Digitally signed by
Matthew Duree
Date: 2020.03.31
15:03:24 -05'00'

Matthew Duree
Procurement Manager
City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 4
to
Contract No. NA180000073
for
Custodial Services
between
BWH Operating Company LP / UCS
Oba UCS
and the
City of Austin, Texas

- 1.0 The City hereby amends the above referenced Contract, to add the Watershed Department as a user of the Contract and to incorporate Exhibit G -UCS Scope of Work and Price Sheet.
- 2.0 The Contract had an administrative increase done on 12/14/18, which is hereby reversed. The Contract is revised to administratively increase by \$61,000 effective March 7, 2019.
- 3.0 The total Contract amount is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Basic Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the contract 04/26/2019.	\$0.00	\$1,880,000.00
Amendment No. 2: Add PARD Administrative/Maintenance Building Offices, Exhibit F to the contract and Admin Increase of \$59,000 9/28/18	\$59,000.00	\$1,939,000.00
Amendment No. 3 Administrative Increase 12/14/18 (to APL)	\$61,000.00	\$2,000,000.00
Amendment No. 4: Reverse Admin Increase from 12/14/18 Add Watershed Department, Exhibit G to the Contract and Administrative Increase 03/07/19	(\$61,000.00) \$61,000.00	\$1,939,000.00 \$2,000,000.00

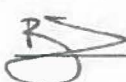
- 4.0 MBE/WBE goals were not established for this contract.

5.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

6.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above referenced contract.

Signature & Date:

 B. Wells, 3/7/19

Printed Name: Benjamin H. Wells
Authorized Representative: President

BHW Operating Company LP / UCS
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
512-385-6600
bwells@ucscopanies.com

Signature & Date:

 Claudia Rodriguez 3/7/19

Claudia Rodriguez
Purchasing Specialist IV

City of Austin Purchasing Office

EXHIBIT G



1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
Direct: 512-385-6600
Toll-Free: 844-385-6600
Fax: 512-385-0320
www.ucskompanies.com

Janitorial Service Price for Watershed Protection Department Field Operations Division.

*9200 Sherman Road
Austin, TX 78742*

Janitorial Services from March 01, 2019 through September 30th, 2019 for Watershed Protection Department Field Operations Division.

- | | |
|--|-----------------------------|
| -Price for Janitorial Service (4 times per week)
Total \$ 1,906.00 per month. | \$13,342.00 for 7.0 months. |
| -Restroom Floor Scrub Service, As requested.
One (1) per year, Restroom Floor Scrub Service at \$85.00 each | \$220.00 per service |
| -Clean interior of Refrigerator, As requested.
One (1) cleaning service for at \$25.00 per service. | \$25.00 per service |
| -Strip and Wax Tile Floor, As requested.
Minimum Charge \$125.00 per service | |

Grand Total \$22,872.00 Per year. (Excludes additional services)

Consumables (toilet paper, towels, hand soap, etc.), if customer requests UCS to supply them, will be charged at UCS' cost plus 15%.

*Applicable sales tax, if any, will be added to all invoices and is not included in price above.



Statement of Work

Lobby(s) and Common Areas

Daily

- Empty any waste containers and replace liners.
- Disinfect all entrance door handles.
- Spot clean all entrance doors inside and outside as required.
- Wipe down trash receptacles as needed.
- Transport waste to designated areas.
- Spot clean all glass, glass doors, mirrors and dividing partitions.
- Sweep, vacuum, and mop all flooring excluding moving or relocating any equipment, furniture, or storage containers (movable chairs will be moved so that the floors can be cleaned).
- Vacuum all carpeted areas including stairwells on all floors.

Weekly

- High dusting of pictures, picture frames, props on walls, and signage
- High dusting of cob webs, fire alarms, signs, and ceiling corners.
- Low dusting including baseboards, window sills, stairwells.
- Wipe down Janitorial doors as needed

Monthly

- High dusting, including vents, partitions, and ceiling fans.
- Low dusting, including baseboards, window sills, stairwell, tables, and desks.
- Light spot cleaning only of small spots, spills, and stains on carpeted areas.
- Sweep and mop janitorial storage areas.
- Clean janitorial-use trash cans as requested to minimize odors.



Office Space and Tenant Areas

Daily

- Empty and waste containers and replace liners.
- Disinfect all entrance door handles.
- Spot clean glass of all entrance doors, inside and outside.
- Spot clean all entrance doors, interior and exterior, as required.
- Wipe down trash receptacles as needed.
- Transport waste to designated areas.
- Spot clean all glass, glass doors, mirrors, and dividing partitions.
- Sweep, vacuum, and mop all flooring without moving or relocating any equipment, furniture, or storage containers (movable chairs will be moved so that the floors can be cleaned).
- Vacuum all carpeted areas, including stairwells on all floors.

Weekly

- High dusting of pictures and picture frames.
- High dusting of cob webs, fire alarms, and ceiling corners.
- Low dusting, including baseboards, window sills, stairwell, tables, and desks.

Monthly

- High dusting, including vents.
- Low dusting, including baseboards, window sills, stairwells.
- Light spot cleaning only of small spots, spills, and stains on carpeted areas.

Kitchen Areas

Weekly

- Clean counters and tables.
- Clean inside of microwaves.
- Spot clean refrigerator and appliance exterior only.
- Vacuum carpeted areas.
- Sweep and/or dust mop floor.
- Damp mop tile floor surfaces.
- Spot clean all doors, walls, and light switches.
- Empty waste receptacles and place for disposal.
- Change wastebasket liner bags as necessary from customer's inventory.
- Restock paper and soap.

Weekly

- Dust high ledges, moldings, and picture frames.

Monthly



- Clean and sanitize all trash containers to remove soil and stains.

Common Area Restrooms and showers

Daily

- Clean and disinfect sinks, urinals, toilet basins, lavatories, and countertops.
- Clean and disinfect countertops, cabinet handles, door knobs, door handles.
- Replenish paper towel, toilet tissue, and soap dispensers to normal limits.
- Wipe down dispensers with disinfectant solution.
- Clean mirrors, glass, and glass partitions.
- Spot clean partitions.
- Dust, mop, or sweep.
- Damp mop floors with disinfectant solution.
- Remove any spillage as required.
- Spot clean entry doors on both sides and kick plate areas.
- Clean all shower enclosures

Weekly

- Dust partitions and fixtures.
- Dust baseboards.

Monthly

- High dusting including light fixtures, and signage.
- Dust vents, cob webs and ceiling corners.

Policing Grounds: Entry Areas Only

Weekly

- Pick up any trash or debris at all front entrances within 6 feet of entry doors.
- Empty waste receptacles and replace liners of any exterior trash cans within 6 feet of entry doors.





Amendment No. 3
To
Contract No. NA180000073
For
Custodial Services
Between
American Facility Services, Inc.
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be March 2, 2020 through March 1, 2021. Two options will remain.
- 2.0 The total contract amount is increased by \$940,000.00, each and combined, by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Administrative Increase 12/14/2018	\$59,000.00	\$1,939,000.00
Amendment No. 2: Administrative Increase 03/07/2019	\$61,000.00	\$2,000,000.00
Amendment No. 3: Option 1 – Extension 03/02/2020 – 03/01/2021	\$940,000.00	\$2,940,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Harold Angel 2/13/20

Printed Name: Harold Angel
Authorized Representative

American Facility Services, Inc.
1325 Union Hill Industrial Court, Suite A
Alpharetta, Georgia 30004-2005
(770) 740-1613
asweet@bellsouth.net

Sign/Date: Matthew Duree 2-24-20

Matthew Duree
Procurement Manager

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 3
to
Contract No. NA180000073
for
Custodial Services
between
BHW Operating Company LP / UCS
and the
City of Austin

- 1.0 The City hereby exercises an administrative increase on the above-referenced contract not-to-exceed \$61,000.00. The administrative increase will become effective on December 14, 2018.
- 2.0 The City hereby exercises the following corrective action: Two amendments were designated "Amendment No. 1". Administrative increase for \$59,000.00 issued on November 11, 2018, should have been shown as Amendment No. 2.
- 3.0 The total contract amount is increased by \$61,000.00. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$1,880,000.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to contract 04/26/2018	\$0.00	\$1,880,000.00
Amendment No. 2: Administrative Increase 11/05/2018	\$59,000.00	\$1,939,000.00
Amendment No. 3: Administrative Increase 12/14/2018 Correction: Administrative Increase for \$59,000.00 should have been Amendment No. 2	\$61,000.00	\$2,000,000.00

- 4.0 MBE/WBE goals do not apply to this contract.
- 5.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 6.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: B. Wells, 12/14/18

Printed Name: Benjamin Wells
Authorized Representative

BHW Operating Company LP / US
1834 Ferguson Lane, Suite 1000
Austin, Texas 78754
(512) 385-6600
bwells@ucscorporations.com

Sign/Date: Cyrenthia Ellis 12/14/18

Cyrenthia Ellis
Procurement Manager
City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 2
to
Contract No. NA180000073
for
Custodial Services
between
BWH Operating Company LP / UCS
Dba UCS
and the
City of Austin, Texas

1.0 The City hereby amends the above referenced contract to add the PARD Administrative/Maintenance Building Offices to the Scope of Work and Category B price sheet for UCS. See Exhibit F for SOW and pricing.

2.0 The total Contract amount is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Basic Term: 03/01/2018 – 03/01/2020	\$1,880,000	\$1,880,000
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to the contract 04/26/2018	\$0.00	\$1,880,000
Amendment No. 2: Add PARD Administrative/Maintenance Building Offices, Exhibit F, to the contract.	\$0.00	\$1,880,000

3.0 MBE/WBE goals were not established for this contract.

4.0 By signing this Amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA)

List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

9.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above referenced contract.

Signature & Date:

 1/22/19

Printed Name: Benjamin H. Wells, President
Authorized Representative

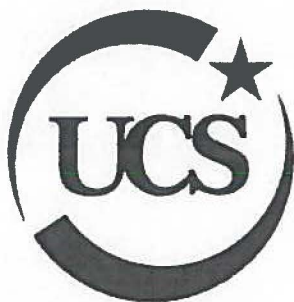
BHW Operating Company LP / UCS
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
512-385-6600
bwells@ucscopanies.com

Signature & Date:

 1-22-19

Matthew Duree, Procurement Manager
City of Austin Purchasing Office

EXHIBIT F



1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
Direct: 512-385-6600
Toll-Free: 844-385-6600
Fax: 512-385-0320
www.ucskompanies.com

**Janitorial Service Price for Facility Services – Administrative /
Maintenance Building Offices.**

*2525 Lakeshore Blvd.
Austin, TX 78741*

Janitorial Services from December 1st, 2018 through November 30th, 2019 for Maintenance Yard
Administrative offices as detailed in the attached Statement of Work:

-Price for Janitorial Service (3 times per week) \$8,580.00 for 12 months.
Weekly Janitorial Service at \$165.00
per week. Total \$715.00 per month.

-Restroom Floor Scrub Service, As requested. \$85.00 per service
One (1) per year, Restroom Floor Scrub Service at \$85.00 each

-Clean interior of Refrigerator, As requested. \$25.00 per service
One (1) cleaning service for at \$25.00 per service.

-Strip and Wax Tile Floor, As requested. Minimum Charge \$125.00 per service
One (1) per year, Strip & Wax Service starts at \$125.00.

Grand Total \$8,580.00 Per year. (Excludes additional services)

Consumables (toilet paper, towels, hand soap, etc.), if customer requests UCS to supply them, will be
charged at UCS' cost plus 15%.

*Applicable sales tax, if any, will be added to all invoices and is not included in price above.



EXHIBIT F

Statement of Work

Lobby(s) and Common Areas

Daily

- Empty any waste containers and replace liners.
- Disinfect all entrance door handles.
- Spot clean all entrance doors inside and outside as required.
- Wipe down trash receptacles as needed.
- Transport waste to designated areas.
- Spot clean all glass, glass doors, mirrors and dividing partitions.
- Sweep, vacuum, and mop all flooring excluding moving or relocating any equipment, furniture, or storage containers (movable chairs will be moved so that the floors can be cleaned).
- Vacuum all carpeted areas including stairwells on all floors.

Weekly

- High dusting of pictures, picture frames, props on walls, and signage
- High dusting of cob webs, fire alarms, signs, and ceiling corners.
- Low dusting including baseboards, window sills, stairwells.
- Wipe down Janitorial doors as needed

Monthly

- High dusting, including vents, partitions, and ceiling fans.
- Low dusting, including baseboards, window sills, stairwell, tables, and desks.
- Light spot cleaning only of small spots, spills, and stains on carpeted areas.
- Sweep and mop janitorial storage areas.
- Clean janitorial-use trash cans as requested to minimize odors.



EXHIBIT F

Office Space and Tenant Areas

Daily

- Empty and waste containers and replace liners.
- Disinfect all entrance door handles.
- Spot clean glass of all entrance doors, inside and outside.
- Spot clean all entrance doors, interior and exterior, as required.
- Wipe down trash receptacles as needed.
- Transport waste to designated areas.
- Spot clean all glass, glass doors, mirrors, and dividing partitions.
- Sweep, vacuum, and mop all flooring without moving or relocating any equipment, furniture, or storage containers (movable chairs will be moved so that the floors can be cleaned).
- Vacuum all carpeted areas, including stairwells on all floors.

Weekly

- High dusting of pictures and picture frames.
- High dusting of cob webs, fire alarms, and ceiling corners.
- Low dusting, including baseboards, window sills, stairwell, tables, and desks.

Monthly

- High dusting, including vents.
- Low dusting, including baseboards, window sills, stairwells.
- Light spot cleaning only of small spots, spills, and stains on carpeted areas.

Kitchen Areas

Weekly

- Clean counters and tables.
- Clean inside of microwaves.
- Spot clean refrigerator and appliance exterior only.
- Vacuum carpeted areas.
- Sweep and/or dust mop floor.
- Damp mop tile floor surfaces.
- Spot clean all doors, walls, and light switches.
- Empty waste receptacles and place for disposal.
- Change wastebasket liner bags as necessary from customer's inventory.
- Restock paper and soap.



EXHIBIT F

Weekly

- Dust high ledges, moldings, and picture frames.

Monthly

- Clean and sanitize all trash containers to remove soil and stains.

Common Area Restrooms

Daily

- Clean and disinfect sinks, urinals, toilet basins, lavatories, and countertops.
- Clean and disinfect countertops, cabinet handles, door knobs, door handles.
- Replenish paper towel, toilet tissue, and soap dispensers to normal limits.
- Wipe down dispensers with disinfectant solution.
- Clean mirrors, glass, and glass partitions.
- Spot clean partitions.
- Dust, mop, or sweep.
- Damp mop floors with disinfectant solution.
- Remove any spillage as required.
- Spot clean entry doors on both sides and kick plate areas.

Weekly

- Dust partitions and fixtures.
- Dust baseboards.

Monthly

- High dusting including light fixtures, and signage.
- Dust vents, cob webs and ceiling corners.

Policing Grounds: Entry Areas Only

Weekly

- Pick up any trash or debris at all front entrances within 6 feet of entry doors.
- Empty waste receptacles and replace liners of any exterior trash cans within 6 feet of entry doors.





Amendment No. 1
to
Contract No. NA180000073
for
Custodial Services
between
BHW Operating Company LP / UCS
dba as UCS
and the
City of Austin

1.0 The City hereby amends the above referenced contract to make the following changes:

- 1.1 Add the Asian American Resource Center (AARC) located at 8401 Cameron Road, Austin, TX 78754, as a new location on this contract.
- 1.2 Invoices shall be sent to the same Parks and Recreation Department address as provided in the contract, Section 6. Invoices and Payment, Paragraph A. to the 0400 – Supplemental Purchase Provisions as the following:

	City of Austin
Department	Parks and Recreation
Attn:	Accounts Payable
Address	200 S Lamar Blvd
City, State, Zip Code	Austin, Texas 78704
Email	PARDAccountsPayable@austintexas.gov

- 1.3 Add Category B, Scope of Work Exhibit E – Custodial Services for the Asian American Resource Center which includes temporary/on-call custodial staff and specific custodial requirements for the Asian American Resource Center on this contract.
- 1.4 Add the hourly rate of \$27.50 for week day services and \$35.00 for nighttime and weekend services on this contract.

2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 03/01/2018 – 03/01/2020	\$0.00	\$1,880,000.00
Amendment No. 1: Add Asian American Resource Center and Category B, Exhibit E to contract 04/26/2018	\$0.00	\$1,880,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment, the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: B. H. Wells, 4/27/18

Printed Name: Benjamin H. Wells, President
Authorized Representative

BHW Operating Company LP / UCS
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
(512) 385-6600
bwells@ucskompanies.com

Sign/Date: Lynnette Hicks 5/1/18

Lynnette Hicks
Procurement Specialist IV

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, TX 78701

CUSTODIAL SERVICES FOR ASIAN AMERICAN RESOURCE CENTER - EXHIBIT E
SOLICITATION NO.: RFP MDD0102

The following is the scope of work for temporary/on call custodial staff for the Asian American Resource Center (AARC) located at 8401 Cameron Road, Austin, TX 78754. For the AARC, the Contractor shall provide temporary custodial staff as requested according to the following agreement:

Notification/Request:

For week day, nighttime and weekend shifts AARC will request service at least three (3) calendar days in advance of service need. Notification will include a listing of facility spaces to perform services.

Week day/Nighttime/Weekend Shift Determination:

Any shift starting 6:00am until 12:00am on Monday through Friday will be classified as a week day service. Any shift between 12:01am through 6:00am on Monday through Friday will be classified as a nighttime service. Any shift starting 12:01am on Friday through 6:00am on Monday will be classified as weekend service.

Rate:

Hourly rate for all week day services will be \$27.50/hr. Hourly rate for nighttime or weekend services will be \$35.00/hr.

Specific Custodial Requirements for Asian American Resource Center

The following is a list of spaces, required services, and site descriptions for custodial services requested by the Asian American Resource Center (AARC). The information below is specific to AARC, which is a single floor facility, and the requirements needed to provide those services.

Facility Spaces	Square Footage
Ballroom The ballroom features an open floorplan with expansive windows and doors to the balcony overlooking the "Great Lawn." The ballroom is equipped with adjustable lighting, professional sound system, drop down projector screen, a modular stage and multiple large trash/recycle bins. 38 - 60' round tables, 10 - 8' banquet tables, 10 - 36" cocktail tables and 350 chairs are available. Carpet.	5,000
Great Lawn and Outdoor Areas Outdoor event space is available on the east side of the facility. The Great Lawn features an open grassy area, heritage oaks, granite trail pathways, ADA sidewalk access, and six sets of trash/recycle bins. The Lotus, an art in public places project, is the centerpiece of the outdoor balcony area. Building entrance doors are to the north and east of the facility.	30,000

CUSTODIAL SERVICES FOR ASIAN AMERICAN RESOURCE CENTER - EXHIBIT E
SOLICITATION NO.: RFP MDD0102

<p>Foyer/Lobby</p> <p>Building entrance doors lead to the foyer. It can accommodate medium sized groups. Rectangular tables, cocktail tables and chairs are available and combined with the ballroom for weekend facility rentals. Ceramic tile flooring.</p>	1,225
<p>Conference Room</p> <p>A professional meeting room with a smart board, tables and chairs. Small trash/recycle bins. Carpet.</p>	400
<p>Classrooms 1, 3, 4, 5 and 6</p> <p>Small flexible spaces for meetings, classes or community activities. These rooms include tables, chairs and dry-erase boards. Small trash/recycle bins. Carpet.</p>	300 each
<p>Classroom 8</p> <p>Large flexible space for meetings, classes, workshops, dressing room, children's play area or other community activities. This room includes tables, chairs, a television, dry-erase boards and a sink. Small trash/recycle bins. Ceramic tile flooring.</p>	640
<p>Commercial Kitchen</p> <p>Includes commercial-grade equipment: oven, stove, double warming ovens, microwave, two refrigerators, one freezer, icemaker, dishwasher, scrap collector, food prep sink, three-compartment sink, handwashing sink, countertops and cabinetry. Multiple large trash/recycle bins. Building entry/exit door to loading zone. Concrete flooring.</p>	450
<p>Family Restroom</p> <p>Single toilet, a hand sink, shower, baby changing station, bench and trash/paper towel receptacle. Ceramic tile flooring.</p>	100
<p>Men's Restroom</p> <p>Two toilet stalls, four urinals, two hand sinks and trash/paper towel receptacle. Ceramic tile flooring.</p>	150
<p>Women's Restroom</p>	350

CUSTODIAL SERVICES FOR ASIAN AMERICAN RESOURCE CENTER - EXHIBIT E
SOLICITATION NO.: RFP MDD0102

Twelve toilet stalls, four hand sinks, a baby changing station and trash/paper towel receptacles. Ceramic tile flooring.	
Hallways Hallways throughout the building. Two sets of watering fountains. Trash/recycle bins. Both carpet and ceramic tile flooring.	2,600

Custodial Staff Requirements for Asian American Resource Center

Temporary/on call custodial staff shall perform weekday, nighttime and weekend services as needed and listed below at the AARC facility. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Ballroom, Foyer, Conference Room and Classrooms:

- All Spaces: tables and chairs are wiped clean.
- Ballroom/Foyer: All chairs to be stacked on chair carts and placed in ballroom nooks. Do not stack more than 30 chairs high per cart.
- Ballroom/Foyer: All round tables, cocktail tables, 8' rectangular tables (ballroom closet) folded and returned to storage locations.
- Ballroom/Foyer: Remove pipe and drape and returned to storage.
- Classrooms/Conference Room: All tables and chairs returned to their original setup per wall diagram.
- Vacuum all carpeted areas: ballroom including stage, classrooms and hallways as needed for debris.
- Assess carpet for any stains/damages and report to staff.
- Sweep and mop foyer for debris and spills.
- Trash in trashcans generated during the event removed, placed in the outside bins and replaced liners. Wipe clean trashcan lids as needed.
- Recycle in recycle-cans generated during the event removed, placed in the outside bins and replace liners. Wipe clean recycle bin lids as needed.

Men's, Women's and Family Restrooms:

- Check bathroom counters, floor and stalls for trash and debris and place in trashcans, then remove to the outside bins and replace liners.
- Clean toilets and sink counters.
- Windex mirrors.
- Sweep and mop floors.
- Refill paper towel, toilet paper and soap dispensers.

Commercial Kitchen:

- Oven, stove, warming ovens, microwave and any other appliances are cleaned.
- Refrigerator and freezer are cleaned of all food spills.
- Food waste in the Scrap Collector is emptied in the trash and Scrap Collector Bin wiped

**CUSTODIAL SERVICES FOR ASIAN AMERICAN RESOURCE CENTER - EXHIBIT E
SOLICITATION NO.: RFP MDD0102**

cleaned.

- Countertops, three-compartment sink, food prep sink, hand sink and other surfaces are clean and sanitized.
- Floors are swept and mopped.
- Trash in trashcans generated during the event removed, placed in the outside bins and replace liners.
- Recycle in recycle-cans generated during the event removed, placed in the outside bins and replace liners.

Hallways:

- Sweep and/or pick up all remaining debris.
- Mop all ceramic tile and vacuum all carpeted areas.
- Wipe down both sets of water fountains.
- Trash in trashcans generated during the event removed, placed in the outside bins and replace liners. Wipe clean trashcan lids as needed.
- Recycle in recycle-cans generated during the event removed, placed in the outside bins and replace liners. Wipe clean recycle can lids as needed.

Great Lawn/Outdoors

- Grounds walked and trash and debris picked up and disposed of in exterior trash and recycling bins
- Outdoor Trash and Recycling bins are emptied, placed in the main trash and recycling bins and replace liners.
- Sweep and/or wash and clean balcony area.

Occupied Areas

Areas occupied by City employees and/or facility renters shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. Any damages to the facility and/or lost and found items identified during the cleaning should be documented with a written description, specific location and a photo of the damage/item. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Contractor to provide a cleaning schedule for all tasks which are scheduled for performance on other than a daily basis. Schedule shall indicate date(s) when the Contractor shall accomplish

**CUSTODIAL SERVICES FOR ASIAN AMERICAN RESOURCE CENTER - EXHIBIT E
SOLICITATION NO.: RFP MDD0102**

tasks, scheduled worker(s) for each task and Crew lead or individual assigned as person in charge for that day.

PERFORMANCE CHECK

Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

CUSTODIAL SERVICES FOR ASIAN AMERICAN RESOURCE CENTER - EXHIBIT E SOLICITATION NO.: RFP MDD0102



**ASIAN AMERICAN
RESOURCE CENTER**

UCS Staff Arrival Time: _____

UCS Staff Departure Time: _____

Renter Organization: _____

Number of Cleaning Crew: _____

Date of Rental: _____

Post Rental Inspection Checklist

YES NO N/A Ballroom, Foyer, Conference Room and Classrooms (rented areas varies by event)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ballroom/Foyer: All chairs to be stacked on chair carts and placed in ballroom nooks. Do not stack more than 30 high per cart. *Chair carts may be located under stage.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ballroom/Foyer: All round tables, cocktail tables, 8' rectangular tables (ballroom closet) folded and returned to ballroom closets.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ballroom/Foyer: Remove pipe and drape and returned to storage.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Classrooms/Conference Room: All tables & chairs returned to their original setup per wall diagram.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All spaces: All tables and chairs are wiped clean.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vacuum all carpeted areas; including but not limited to ballroom floor, stage, meeting rooms & hallways as needed for debris.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assess carpet for any stains/damages and report to staff.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sweep and Mop all tiled areas; foyer, kitchen & hallways as needed for debris and spills
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trash and Recycling in trash and recycling containers generated during the event removed, placed in the outside bins and replace liners. Wipe clean trash and recycling lids as needed.

YES NO N/A Men's, Women's and Family Restrooms:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check bathroom counters, floor and stalls for trash and debris and place in trashcan as needed.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trash in trashcans generated during the event removed, placed in the outside bins and replace liners.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clean toilets and sink counters.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Windex mirrors.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sweep and mop floors.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Refill paper towel, toilet paper and soap dispensers.

YES NO N/A Commercial Kitchen:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Oven, stove, warming ovens, microwave and any other appliances are cleaned.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Refrigerator and freezer are cleaned of all food spills.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food in the Scrap Collector is emptied in the trash and Scrap Collector Bin wiped cleaned.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Countertops, three compartment-sink, food prep sink, hand sink and other surfaces are clean and sanitized.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Floors are swept and mopped.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trash and Recycling generated during the event removed, placed in the outside bins and replace liners.

YES NO N/A Hallways:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sweep and/or pickup all remaining debris.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mop all ceramic tile and vacuum all carpeted areas.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wipe down both sets of water fountains.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trash and recycling generated during the event removed, placed in the outside bins and replace liners. Wipe clean trashcan lids as needed.

YES NO N/A Outdoors (Courtyard, Lawn Area and Parking Lot):

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Grounds walked and all trash picked up and disposed of in exterior trash and recycling bins.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outdoor Trash and Recycling bins are emptied, placed in the main trash and recycling containers and liners replaced.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sweep and/or wash and clean balcony area.

Notes/Damages: UCS Staff to document any observed damages and/or lost and found items. Include written description, location and photo of damage or item. Use back of form if more space needed.

**CONTRACT BETWEEN THE CITY OF AUSTIN ("City")
AND
AMERICAN FACILITY SERVICES, INC ("Contractor")
for
CUSTODIAL MAINTENANCE
NA180000073**

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between American Facility Services, Inc. having offices at Alpharetta, GA 30004 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City ("Effective Date").

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number RFP MDD0102.

1.1 This Contract is composed of the following documents:

- 1.1.1 This Contract
- 1.1.2 The City's Solicitation, RFP, MDD0102 including all documents incorporated by reference
- 1.1.3 American Facility Services, Inc Offer, dated May 12, 2017, including subsequent clarifications

1.2 Order of Precedence. Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

- 1.2.1 This Contract
- 1.2.2 The City's Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference
- 1.2.3 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications.

1.3 Term of Contract. The Contract will be in effect for an initial term of twenty four (24) months and may be extended thereafter for up to three (3) 12 month extension option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

1.4 Compensation. Compensation will be divided amongst the contractors in relation to their awarded category of work (A or B). The Contractor(s) shall be paid a total Not-to-Exceed amount of \$1,880,000 for the initial Contract term and \$940,000 for each extension option as indicated in the Bid Sheet, IFB Section 0600. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

1.5 Quantity of Work. There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order

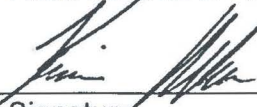
This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

AMERICAN FACILITY SERVICES, INC.

Kevin McCann

Printed Name of Authorized Person



Signature

President

Title:

2/9/2018

Date:

CITY OF AUSTIN

Matthew Duree

Printed Name of Authorized Person



Signature

Procurement Supervisor

Title:

3-1-2018

Date:

EXHIBIT B

COST PROPOSAL SHEET CITY OF AUSTIN CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET					
INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item. Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.					
NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City. The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.					
ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
CATEGORY A Complete pricing for line items 1-10C below to be considered for award for all locations in Category A.					
AUSTIN WATER LOCATIONS					
1	WALLER CREEK CENTER (I) 625 E. 10th St. , Austin, Texas 78701				
	Equipment: High speed buffer, low speed buffer, carpet cleaner "Xtractor", 3 carts/ mop bucks/ mop, 2 vacuums				
	CUSTODIAL SERVICES First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,853.27	\$46,239.21
	CUSTODIAL SERVICES Second shift 9:00 a.m. to 6:00 p.m.	1 EACH @12	Months	\$3,853.27	\$46,239.21
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	6 EACH @12	Months	\$9,235.27	\$110,823.21
2	WEBBERVILLE SERVICE CENTER (II) 2600 Webberville Road, Austin, Tx 78702				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,608.74	\$43,304.93
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,608.74	\$43,304.93
3	TRAVIS WATER TREATMENT PLANT #4 (III) FM 620 & Bullick Hollow , Austin, Tx 78732				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,554.74	\$42,656.93
4	SOUTH AUSTIN REGIONAL TREATMENT PLANT (IV) 1017 Fallwell Lane, Del Valle, Tx 78617				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,663.74	\$43,964.93
5	TIM LOUVIERE SERVICE CENTER (V) 6301 B. Harold Court, Austin, Tx 78721				
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	\$2,193.24	\$26,318.93
6	NORTH SERVICE CENTER (VI) West Koenig Lane, Austin, Tx 78756				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	2,248.24	\$26,978.93

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COST PROPOSAL SHEET

CITY OF AUSTIN

CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
7	GLEN BELL SERVICE CENTER (VII) South Industrial Dr. , Austin, Tx. 78744				3907
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,868.74	\$46,424.93
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	3 EACH @12	Months	\$5,214.24	\$62,570.93
8	HORNSBY BEND BIO-SOLID MANAGEMENT PLANT (VIII) FM 973, Austin, Tx. 78725				2210
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,773.74	\$45,284.93
9	SOUTH FIRST SUPPORT SERVICE CENTER (IX) SOUTH 1ST ST. , Austin, Tx. 78704				3616
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,793.74	\$45,524.93
10	WILDLAND CONSERVATION REICHER RANCH (X) 3621 RR 620, Austin, Tx 78738				
A	BETHESDA HOUSE , EMMAUS HOUSE, NAZARETH HOUSE, AND HEBRON HOUSE				
	Equipment: 2 carts/ mop bucks/ mops				
	CUSTODIAL SERVICES twice a week 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,936.14	\$23,233.73
B	ANNEX, BETHANY HOUSE, CHAPEL, AND CANA HOUSE				
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,325.94	\$15,911.33
C	ONION CREEK HOUSE(S) FM 967, Buda Tx				6201
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,344.94	\$16,139.33
	AW Total Cost				\$684,921.29

CATEGORY B

Complete pricing for line items 1-6 below to be considered for award for all locations in Category B.

AUSTIN FIRE LOCATIONS

1	AFD INVESTIGATIONS (GROUND FLOOR ONLY) GUADALUPE ST, Austin TX 78705				3002
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$8,524.12	\$102,289.41
	AF Total Cost				\$102,289.41

COST PROPOSAL SHEET**CITY OF AUSTIN****CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET**

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
AUSTIN HEALTH LOCATIONS					
2	BASTROP WIC CLINIC HIGHWAY 71, Bastrop TX 78602				443
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Sunday, Monday, Wed , Thursday and 1st and 3rd Tuesday of each month, Evening Custodial Shift 6:00 pm to 10:00 pm	1 EACH @12	Months	\$4,778.62	\$57,343.41
3	AK BLACK COMMUNITY CENTER BLACKSON, Austin TX 78752				928
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Minimum 2 Evening Custodial Staff from 5:00 pm -7:00 pm.	2 EACH @12	Months	\$4,813.12	\$57,757.41
				AH Total Cost	\$115,100.83
PARKS AND RECREATION LOCATIONS					
4	AUSTIN MEMORIAL PARK CEMETERY 2800 HANCOCK DRIVE, Austin TX 78731				
	Equipment: 1 high speed buffer, 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$8,503.49	\$102,041.91
5	PARK RANGER ZILKER CARETAKER COTTAGE ANDREW ZILKER ROAD, Austin TX 78746				2105B
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Twice a week from 8:00am to 10:00am.	1 EACH @12	Months	\$2,915.42	\$34,985.01
6	ZILKER CLUBHOUSE PARK RANGER STATION 200 ZILKER CLUBHOUSE ROAD, Austin TX 78746				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Once a week from 8:00am to 10:00 am.	1 EACH @12	Months	\$1,788.56	\$21,462.66
7	URBAN FORESTRY BUILDING 2525 S. LAKESHORE BLVD., Austin TX 78741				
	Equipment: 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Once a week from 6:00am to noon on Fridays	1 EACH @12	Months	\$1,797.62	\$21,571.41
				PARD Total Cost	\$180,061.00
Category B Total Cost					\$397,451.24

WEEKEND HOURLY RATE

Complete pricing for weekend hourly rate below to be considered for award.

	ITEM DESCRIPTION	QUANTITY	UNIT	RATE
1	WEEKEND HOURLY RATE	1	hourly	\$20.00

EXHIBIT C

CUSTODIAL SERVICES FOR AW-ATTACHMENT A SOLICITATION NO.: RFP MDD0102

Specific Custodial Department Requirements for Austin Water (AW)

The following is a list of sites, required services, and site descriptions for custodial services requested by AW. The information below is specific to AW facilities and the requirements needed to service those facilities. The information in this attachment corresponds to Category A on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

AW CURRENT FACILITIES & STAFF REQUIREMENTS

Waller Creek Center (I)

This location is 130,000 sq. feet with 10 floors, each floor includes two restrooms, a minimum of one breakroom with kitchenettes, and two conference rooms. There is also one large breakroom and exercise room (including 4 showers) for the building.

Minimum: 2-Daily Custodial Staff & 6-Evening Custodial Staff. Minimum Equipment: High speed buffer, low speed buffer, carpet cleaner "Xtractor", 3 carts/ mop buckets/ mop, 2 vacuums

FLOOR #	A	B	C	D	E	F	G	H
1	3/706			518	*2,041	270	1,386	
2**	12,193	-	290	-	524	-	-	-
3	11,954	-		589	96	270	594	
4	11,954			589	96	270	594	
5	9,677		2,216	75	96	270	594	
6	9,677		2,216	75	96	270	594	
7	11,831			227	96	270	594	
8	11,831			227	96	270	594	
9	11,794			264	96	270	594	
10***	1,782			284	96	270	594	10,693

**Includes elevator floor*

***2nd Floor computer room will not be serviced.*

**** 10th Floor Computer Room: The Contractor shall perform cleaning requirements with*

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

emphasis on the precautions defined in scope of work section 3.1.10 below.

Webberville Service Center (II)

This location is 33,000 sq. feet with two floors, there are three restrooms, 1 break rooms, 1 small Kitchen area, and one large conference room.

Minimum: 1- Daily Custodial Staff & 2-Evening Custodial Staff.

Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	13,284	-	-	-	-
2	-	-	-	-	-	-	19,184	-

Travis Water Treatment Plant #4 (III)

This location is 11,100 sq. feet with four restrooms and two conference rooms.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	11,100	-	-	-	-

South Austin Regional WW Treatment Plant (IV)

This location is 22,000 sq. feet with two restrooms, one large break room, and one conference room.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	22,000	-	-	-	-

Tim Louviere Service Center (V)

This location is 19,000 sq. feet with three restrooms and one break room

Minimum 1-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 2 carts, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	14,870	-	-	3,620	-

North Service Center (VI)

This location is 15,000 sq. feet with two restrooms and one kitchen area.

Minimum: 1-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	-	-	14,870	-	-

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
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Glen Bell Service Center (VII)

This location is 85,000 sq. feet with two floors, four restrooms (showers in two restrooms), two breakrooms with kitchenettes, two conference rooms, and a warehouse.

Minimum 1- Daily Custodial Staff & 3-Evening

Custodial Staff. Minimum equipment: 1 high speed buffer, 2 carts, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	17,735	13,290	-	-	40,540	-
2	-	-	7,605	5,290	-	-	-	-

Hornsby Bend Bio-Solid Mgmt Plant (VIII)

This location is 33,000 sq. feet with two restrooms in the admin area, one restroom in the lab area, two restrooms in the maintenance shop, one large training room, and one kitchenette.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	3,300	-	-	30,000	-	-	-	-

South First Support Service Center (IX)

This location is 35,000 sq. feet with four restrooms, two breakroom with kitchenette areas, and one lab area.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	35,000	-	-	-	-

Wildland Conservation Reicher Ranch(X)

Each location (house) has a minimum of two (2) restrooms, one (1) kitchen area, and a minimum of one (1) conference room

Group A: Bethesda House, Emmaus House, Nazareth House, Hebron House

Minimum: One (1) - Custodial Staff twice (2) a week from 8:00am to 4:00pm.

Minimum equipment: Two (2) carts, Two (2) buckets and mops

Bethesda House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,346	-	-	-

Emmaus House

FLOOR #	A	B	C	D	E	F	G	H
1	350	-	-	6,458	-	-	-	-

Nazareth House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,080	-	-	-

Hebron House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,782	-	-	-

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

Group B: Annex, Bethany House, Chapel, Cana House

Minimum: One (1) - Custodial Staff once (1) a month from 8:00am to 4:00pm.

Minimum equipment: Two (2) carts, Two (2) buckets and mops

Bethany House

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	558	162	-	-	-

Annex

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	936	-	-	-	-

Chapel

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	942	-	-	-	-

Cana House

FLOOR #	A	B	C	D	E	F	G	H
1	850	-	-	50	-	-	-	-

Group C: Onion Creek House(s)

Minimum: One (1) - Custodial Staff once (1) a month from 8:00am to 4:00pm.

Minimum equipment: Two (2) carts, Two (2) buckets and mops

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	200	4,000	-	-	-

Onion Creek Side House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,200	-	-	-

Daily Custodial Service Requirements

The daily Custodial staff shall perform custodial services as listed below at all AW facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves before and after lunch period.
5. Clean and shine interior glass doors and panels throughout building.
6. Clean elevators (including garage elevator).
7. Keep lobby areas clean: to include trash removal.
8. Keep all electrical, mechanical and satellite rooms clean.

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
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9. Clean/vacuum rugs and carpets as needed.
10. Empty trashcans in garage and patio area.
11. Walk parking garage daily and pick up all debris.
12. Walk entire grounds to pick up debris including creek/drainage area & under garage.
13. Sweep and clean all outside entrance/exit areas daily to include loading dock area.
14. Vacuum elevator tracks to remove any debris that may disable the doors.
15. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall be furnished by Contractor unless specified below)

1. Light bulb replacement throughout facilities, parking areas and grounds as needed. AW facilities staff will supply light bulbs and tools needed to replace light bulbs.
2. Hang pictures, wipe boards, and other wall hangings as needed.
3. Set up conference and break room area tables and chairs as needed.
4. HVAC filter replacement. AW facilities HVAC Staff will supply filters.
5. Replace damaged or worn ceiling tiles as needed. AW facilities staff will supply ceiling tiles and tools needed to perform this requirement.
6. Pressure wash outdoor walkways, entries, & patio areas as needed.
7. Grounds cleaning.
8. Light caulking. AW facilities staff will supply caulk needed to perform this requirement.

For AW facilities the Contractor shall provide four (4) onsite day custodial staff from 6:00 a.m. to 6:00 p.m., Monday through. Contractor shall provide day crew services in addition to the four (4) onsite custodial staff, for those items requiring attention during the day as a result of omission from the previous night.

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all AW facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
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5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. All drinking fountains are to be cleaned, sanitized and dry shined daily. Debris collected on the fountain drains is to be removed on a daily basis.
9. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
10. Sweep and clean all outside entrances, exit areas and garage daily.
11. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
12. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.
14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.
15. Clean all building and garage elevators. Polish elevators (interior and exterior) brass or stainless steel doors and railing with appropriate cleaners. Dust, clean, and polish elevator wood panel walls. Clean and polish elevator tracks with appropriate cleaners. Wet mop the elevator floor, spray and buff or wax to bring to a glossy appearance.
16. Dust and vacuum air conditioning registers/vents
17. Clean and dust all door and window seals.
18. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
19. Dispose of all trash in City provided outdoor dumpster.
20. Provide the Contract Manager a daily checklist of services completed.

For AW facilities an evening custodial crew of no less than seventeen (17) crew members

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

plus one (1) crew leader to service facilities. Crew members shall be rotated between facilities in order to ensure workloads at all facilities are addressed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean marble walls at all facilities. Clean and polish marble floors and tiles at all facilities.
 - (c) Clean and polish all brass or stainless steel trim at all facilities.
 - (d) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Clean, polish mahogany doors, located at all suite entrances and bathroom entrances quarterly.
6. Provide the Contract Manager a monthly checklist of services completed.

For AW facilities this service must be performed by no less than four (4) crew members for Waller Creek, three (3) crew members for Glen Bell Service Center and at least two (2) crew members for all other Austin Water Utility facilities, plus one (1) crew leader.

Semi-Annual and Annual Requirements

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
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The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.
2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Contractor to provide a cleaning schedule for all tasks which are scheduled for performance on other than a daily basis. Schedule shall indicate date(s) when the Contractor shall accomplish tasks, scheduled worker(s) for each task and Crew lead or individual assigned as person in charge for that day.

Weekly Walk-Through Check

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Monthly Contractor/ Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Reicher Ranch Wildland Locations

Services for the following AW facilities shall be performed during schedule (s) listed below:

- (a) Bethesda House, Emmaus house, Nazareth House and Hebron House services shall be performed twice (2) per week (Monday – Friday) on the same day of each week. This schedule shall remain the same for these locations unless expressly changed in writing by the Contract Manager. All work shall be completed between the hours of 8:00 a.m. and 4:00 p.m. Contractor shall complete the checklist of the scheduled tasks performed and submit it to the AW Contract Manager upon completion of monthly cleaning.
- (b) Annex, Bethany House, Chapel and Cana House, services shall be performed once (1) per month on the same day and week of each month. This schedule shall remain the same for these locations unless expressly changed in writing by the Contract Manager. All work shall be completed between the hours of 8:00 a.m. and 4:00 p.m. Contractor shall complete the checklist of the scheduled tasks performed and submit it to the AW Contract Manager upon completion of monthly cleaning.
- (c) Onion Creek House(s), services shall be performed once (1) per month on the same day each month. This schedule shall remain the same for this location unless expressly changed in writing by the Contract Manager. All work shall be completed between the hours of 8:00 a.m. and 4:00 p.m. Contractor shall complete the checklist of the scheduled tasks performed and submit it to the AW Contract Manager upon completion of monthly cleaning.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

highest level of safety to the environment and public health at no additional cost to the City.

- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

11

**CONTRACT BETWEEN THE CITY OF AUSTIN ("City")
AND
BHW OPERATING COMPANY LP / UCS ("Contractor")
for
Custodial Services
NA180000073**

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between BHW Operating Company LP dba UCS having offices at Austin, TX 78754 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City ("Effective Date").

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number RFP MDD0102.

1.1 This Contract is composed of the following documents:

1.1.1 This Contract

1.1.2 The City's Solicitation, RFP, MDD0102 including all documents incorporated by reference

1.1.3 BHW Operating Company LP / UCS Offer, dated April 18, 2017, including subsequent clarifications

1.2 Order of Precedence. Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

1.2.1 This Contract

1.2.2 The City's Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference

1.2.3 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications.

1.3 Term of Contract. The Contract will be in effect for an initial term of twenty four (24) months and may be extended thereafter for up to three (3) 12 month extension option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

1.4 Compensation. Compensation will be divided amongst the contractors in relation to their awarded category of work (A or B). The Contractor(s) shall be paid a total Not-to-Exceed amount of \$1,880,000 for the initial Contract term and \$940,000 for each extension option as indicated in the Bid Sheet, IFB Section 0600. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

1.5 Quantity of Work. There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

BHW OPERATING COMPANY LP / UCS

CITY OF AUSTIN

Benjamin Wells
Printed Name of Authorized Person

Matthew Duree
Printed Name of Authorized Person

B. Wells
Signature

[Signature]
Signature

President
Title:

Procurement Supervisor
Title:

2/27/18
Date:

3-01-2018
Date:

EXHIBIT B

COST PROPOSAL SHEET

CITY OF AUSTIN

CUSTODIAL SERVICES **ADDENDUM 2 COST PROPOSAL SHEET**

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
CATEGORY A					
Complete pricing for line items 1-10C below to be considered for award for all locations in Category A.					
AUSTIN WATER LOCATIONS					
1	WALLER CREEK CENTER (I) 625 E. 10th St. , Austin, Texas 78701				
	Equipment: High speed buffer, low speed buffer, carpet cleaner "Xtractor", 3 carts/ mop bucks/ mop, 2 vacuums				
	CUSTODIAL SERVICES				
	First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84
	CUSTODIAL SERVICES				
	Second shift 9:00 a.m. to 6:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	6 EACH @12	Months	\$9,469.71	\$113,636.52
2	WEBBERVILLE SERVICE CENTER (II) 2600 Webberville Road, Austin, Tx 78702				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
3	TRAVIS WATER TREATMENT PLANT #4 (III) 620 & Bullick Hollow , Austin, Tx 78732				FM
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
4	SOUTH AUSTIN REGIONAL TREATMENT PLANT (IV) 1017 Fallwell Lane, Del Valle, Tx 78617				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
5	TIM LOUVIERE SERVICE CENTER (V) B. Harold Court, Austin, Tx 78721				6301
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	\$1,578.29	\$18,939.48
6	NORTH SERVICE CENTER (VI) West Koenig Lane, Austin, Tx 78756				901
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	\$1,578.29	\$18,939.48
7	GLEN BELL SERVICE CENTER (VII) South Industrial Dr. , Austin, Tx. 78744				3907
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES				
	First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84

COST PROPOSAL SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	3 EACH @12	Months	\$4,734.86	\$56,818.32
8	HORNSBY BEND BIO-SOLID MANAGEMENT PLANT (VIII) FM 973, Austin, Tx. 78725				2210
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
9	SOUTH FIRST SUPPORT SERVICE CENTER (IX) SOUTH 1ST ST. , Austin, Tx. 78704				3616
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
10	WILDLAND CONSERVATION REICHER RANCH (X) 3621 RR 620, Austin, Tx 78738				
A	BETHESDA HOUSE , EMMAUS HOUSE, NAZARETH HOUSE, AND HEBRON HOUSE				
	Equipment: 2 carts/ mop bucks/ mops				
	CUSTODIAL SERVICES twice a week 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,262.63	\$15,151.56
B	ANNEX, BETHANY HOUSE, CHAPEL, AND CANA HOUSE				
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$157.83	\$1,893.96
C	ONION CREEK HOUSE(S) FM 967, Buda Tx				6201
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$157.83	\$1,893.96
				AW Total Cost	\$568,182.84

CATEGORY B

Complete pricing for line items 1-6 below to be considered for award for all locations in Category B.

AUSTIN FIRE LOCATIONS					
1	AFD INVESTIGATIONS (GROUND FLOOR ONLY) GUADALUPE ST, Austin TX 78705				3002
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
				AF Total Cost	\$37,878.84
AUSTIN HEALTH LOCATIONS					
2	BASTROP WIC CLINIC HIGHWAY 71, Bastrop TX 78602				443
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Sunday, Monday, Wed , Thursday and 1st and 3rd Tuesday of each month, Evening Custodial Shift 6:00 pm to 10:00 pm	1 EACH @12	Months	\$1,420.46	\$17,045.52

COST PROPOSAL SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
3	AK BLACK COMMUNITY CENTER BLACKSON, Austin TX 78752				928
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES				
	Minimum 2 Evening Custodial Staff from 5:00 pm -7:00 pm.	2 EACH @12	Months	\$1,578.29	\$18,939.48
				AH Total Cost	\$35,985.00

PARKS AND RECREATION LOCATIONS

4	AUSTIN MEMORIAL PARK CEMETERY HANCOCK DRIVE, Austin TX 78731				2800
	Equipment: 1 high speed buffer, 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
5	PARK RANGER ZILKER CARETAKER COTTAGE ANDREW ZILKER ROAD, Austin TX 78746				2105B
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Twice a week from 8:00am to 10:00am.	1 EACH @12	Months	\$315.66	\$3,787.92
6	ZILKER CLUBHOUSE PARK RANGER STATION 200 ZILKER CLUBHOUSE ROAD, Austin TX 78746				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Once a week from 8:00am to 10:00 am.	1 EACH @12	Months	\$157.83	\$1,893.96
7	URBAN FORESTRY BUILDING 2525 S. LAKESHORE BLVD., Austin TX 78741				
	Equipment: 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES				
	Once a week from 6:00am to noon on Fridays	1 EACH @12	Months	\$157.83	\$1,893.96
				PARD Total Cost	\$45,454.68

Category B Total Cost	\$119,318.52
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WEEKEND HOURLY RATE

Complete pricing for weekend hourly rate below to be considered for award

	ITEM DESCRIPTION	QUANTITY	UNIT	RATE
1	WEEKEND HOURLY RATE	1	hourly	\$22.50

**COST BREAKDOWN SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES**

Title	Base Hourly	FICA &	Overhead &	Total Cost
	Rate	Benefits	Additional Costs	
Day Porter	\$13.50	\$2.20	\$1.10	\$16.80
Night Crew Cleaner	\$13.50	\$2.20	\$1.10	\$16.80
Night Team Leader	\$14.35	\$2.27	\$1.10	\$17.72
Night Supervisor	\$14.35	\$2.27	\$1.10	\$17.72
Janitorial Floor Technician	\$15.00	\$2.33	\$1.10	\$18.43
Operations Manager	\$15.00	\$2.33	\$1.10	\$18.43
Customer Service Representative	\$15.00	\$2.33	\$1.10	\$18.43
Sr. Janitorial Operations Manager	\$28.00	\$3.45	\$1.10	\$32.55

EXHIBIT C

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B SOLICITATION NO.: RFP MDD0102

Specific Custodial Department Requirements for Parks and Recreation Department (PARD)

The following is a list of sites, required services, and site descriptions for custodial services requested by PARD. The information below is specific to PARD facilities and the requirements needed to service those facilities. The information in this attachment corresponds with Category B on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

PARD CURRENT FACILITIES & STAFF REQUIREMENTS

Austin Memorial Park Cemetery

This location is 1350 sf and includes one (1) restroom, two (2) small meeting rooms, and one (1) small breakroom.

Minimum: Two 2-Evening custodial staff. Minimum equipment: One (1) high speed buffer, One (1) bucket and mop, One (1) cart, One (1) vacuum

BUILDING #	A	B	C	D	E	F	G	H	I	J
1-Admin	100	-	-	-	-	-	-	-	-	1250
2-Maint	-	-	-	250	-	-	-	-	-	-

Park Ranger Zilker Caretaker Cottage

This location is 1424 sq. feet and included one (1) restroom, one (1) kitchenette, and one (1) conference room.

Minimum: One (1) Day time custodial staff twice (2) weekly between 8:00am and 10:00am

Minimum Equipment: One (1) high speed buffer, One (1) cart, One (1) vacuum, One (1) mop, One (1) mop bucket

FLOOR #	A	B	C	D	E	F	G	H	I
1	-	-	-	-	-	50	-	-	850

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
SOLICITATION NO.: RFP MDD0102

Zilker Clubhouse Park Ranger Station

This location is 699 sq. feet with one (1) restroom with shower, one (1) conference room, two (2) offices and one (1) kitchen

Minimum: One (1) Day time custodial staff one (1) time a week between 8:00am and 10:00am

Minimum Equipment: One (1) high speed buffer, One (1) cart, One (1) vacuum, One (1) mop, One (1) mop bucket

FLOOR #	A	B	C	D	E	F	G	H	I
1	649	-	-	-	-	50	-	-	725

Urban Forestry Building

This location is 1424 sq. feet and included one kitchenette, and one conference room, one crew room, one admin area with 6 desks, and 5 offices, there are no restrooms.

Minimum: One (1) Day time custodial staff once (1x) weekly between 8:00am and 10:00am

Minimum Equipment: One (1) cart, One (1) vacuum, One (1) bucket and One (1) mop

FLOOR #	A	B	C	D	E	F	G	H	I
1	-	-	-	-	-	-	574	-	850

Daily Custodial Service Requirements

The daily custodial staff shall perform custodial services as listed below at all PARD facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves daily.
5. Clean and shine interior glass doors and panels throughout building.
6. Keep lobby areas clean: to include trash removal.
7. Clean/vacuum rugs and carpets as needed.
8. Empty trashcans.
9. Walk gate entrance and building entrance to pick up debris including creek/drainage area & under garage.
10. Sweep and clean all outside entrance/exit areas daily.
11. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster with the exception of the Zilker Caretaker Cottage and Zilker Clubhouse Park Ranger Station. There are no dumpsters at those two locations so trash will need to be taken offsite by contractor.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
SOLICITATION NO.: RFP MDD0102

be furnished by Contractor unless specified below)

- There are no minor maintenance requirements for PARD facilities

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all PARD facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.
5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
9. Sweep and clean all outside entrances, exit areas daily.
10. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
11. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
SOLICITATION NO.: RFP MDD0102

14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.
15. Dust and vacuum air conditioning registers/vents
16. Clean and dust all door and window seals.
17. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
18. Dispose of all trash in City provided outdoor dumpster.
19. Provide the Contract Manager a daily checklist of services completed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean and polish all brass or stainless steel trim at all facilities.
 - (c) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Provide the Contract Manager a monthly checklist of services completed.

Semi-Annual and Annual Requirements

The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
SOLICITATION NO.: RFP MDD0102

2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Weekly Walk-Through Check

Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Monthly Contractor/ Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
SOLICITATION NO.: RFP MDD0102

Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

7

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Specific Custodial Department Requirements for Austin Public Health (APH)

The following is a list of sites, required services, and site descriptions for custodial services requested by APH. The information below is specific to APH facilities and the requirements needed to service those facilities. The information in this attachment corresponds with Category B on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

APH CURRENT FACILITIES & STAFF REQUIREMENTS

Bastrop WIC Clinic

443 Highway 71, Bastrop 78602

This location is 1440 sf and includes two (2) restrooms, one (1) breakroom, one (1) kitchenette, and one (1) conference room.

Minimum: Sunday, Monday, Wed , Thursday and 1st and 3rd Tuesday of each month
 Evening custodial Staff; minor repairs and filter changes as needed.

Minimum equipment: One (1) high speed buffer, One (1) cart, bucket and mop. One (1) vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	1440	-	-	-	-

AK Black Community Center

928 Blackson, Austin, TX 78752

This location is 4200 sf and includes three (3) restrooms, one (1) large breakroom, one (1) kitchenette, and one (1) large conference room.

Minimum: Two (2) Evening custodial staff from 5pm-7pm.

Minimum equipment: One (1) high speed buffer, One (1) cart, bucket and mop. One (1) vacuum, One (1) forty-five (45) gallon trash can with wheels

FLOOR #	A	B	C	D	E	F	G	H
1	2940	-	-	1260	-	-	-	-

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Daily Custodial Service Requirements

The daily custodial staff shall perform custodial services as listed below at all APH facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves before and after lunch period.
5. Clean and shine interior glass doors and panels throughout building.
6. Clean elevators (including garage elevator).
7. Keep lobby areas clean: to include trash removal.
8. Keep all electrical, mechanical and satellite rooms clean.
9. Clean/vacuum rugs and carpets as needed.
10. Empty trashcans in garage and patio area.
11. Walk parking garage daily and pick up all debris.
12. Walk entire grounds to pick up debris including creek/drainage area & under garage.
13. Sweep and clean all outside entrance/exit areas daily to include loading dock area.
14. Vacuum elevator tracks to remove any debris that may disable the doors.
15. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall be furnished by Contractor unless specified below)

1. Light bulb replacement throughout facilities, parking areas and grounds as needed. APH facilities staff will supply light bulbs and tools needed to replace light bulbs.
2. Hang pictures, wipe boards, and other wall hangings as needed.
3. Set up conference and break room area tables and chairs as needed.
4. HVAC filter replacement. APH facilities HVAC Staff will supply filters.
5. Replace damaged or worn ceiling tiles as needed. APH facilities staff will supply ceiling tiles and tools needed to perform this requirement.
6. Pressure wash outdoor walkways, entries, & patio areas as needed.
7. Grounds cleaning.
8. Light caulking. APH facilities staff will supply caulk needed to perform this requirement.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all APH facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.
5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. All drinking fountains are to be cleaned, sanitized and dry shined daily. Debris collected on the fountain drains is to be removed on a daily basis.
9. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
10. Sweep and clean all outside entrances, exit areas and garage daily.
11. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
12. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.
14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

15. Clean all building and garage elevators. Polish elevators (interior and exterior) brass or stainless steel doors and railing with appropriate cleaners. Dust, clean, and polish elevator wood panel walls. Clean and polish elevator tracks with appropriate cleaners. Wet mop the elevator floor, spray and buff or wax to bring to a glossy appearance.
16. Dust and vacuum air conditioning registers/vents
17. Clean and dust all door and window seals.
18. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
19. Dispose of all trash in City provided outdoor dumpster.
20. Provide the Contract Manager a daily checklist of services completed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean marble walls at all facilities. Clean and polish marble floors and tiles at all facilities.
 - (c) Clean and polish all brass or stainless steel trim at all facilities.
 - (d) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Clean, polish mahogany doors, located at all suite entrances and bathroom entrances quarterly.
6. Provide the Contract Manager a monthly checklist of services completed.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Semi-Annual and Annual Requirements

The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.
2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Weekly Walk-Through Check

Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Monthly Contractor/ Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

7

EXHIBIT D

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D SOLICITATION NO.: RFP MDD0102

The following is the scope of work for temporary/on call custodial staff for the Austin Public Library (APL). For APL facilities, the Contractor shall provide temporary custodial staff as requested according to the following agreement:

Notification/Request:

For daytime shifts APL will request service five (5) days in advance of service need.

For nighttime shifts APL will request service one (1) day in advance of service need.

For weekend shifts APL will request service three (3) days in advance of service need.

Daytime/Nighttime Shift Determination:

Any Shift starting 6:00 PM or later will be classified as a nighttime shift. Any shift starting prior to 6:00 PM will be classified as a daytime shift.

Rate:

Hourly rate for all services will be \$27.00/hr.

Specific Custodial Department Requirements for Austin Public Library

The following is a list of sites, required services, and site descriptions for custodial services requested by **Austin Public Library**. The information below is specific to **Austin Public Library** ("APL") facilities and the requirements needed to service those facilities. The information in this attachment corresponds to Category A on the Cost Proposal Sheet.

Austin Public Library CURRENT FACILITIES

Library Locations	Square Footage	Number of Restrooms	Number of Floors
New Central Library There is one large breakroom and one large conference room and one large computer training room. There are outside balconies on three floors and a rooftop garden on the 6 th floor and one large Special Events room on the 1 st floor.	200,000		6 and Basement
Austin History Center Library	36,176	5	3

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D
SOLICITATION NO.: RFP MDD0102

Faulk Building There are two conference rooms, two computer training rooms and one large breakroom.	110,633	9	4 and Basement
Carver Branch Library	14,967	3	1
Eustasio Cepeda Branch Library	8,110	3	1
Will Hampton Branch at Oak Hill	8,580	3	1
Howson Branch Library	6,700	3	1
Little Walnut Creek Branch Library	11,000	3	1
Manchaca Road Branch Library	14,500	3	1
Milwood Branch Library	8,266	3	1
North Village Branch Library	10,738	4	1
Willie Mae Kirk Branch Library	10,000	3	1
Old Quarry Branch Library	8,300	4	1
Pleasant Hill Branch Library	8,000	3	1
Daniel E Ruiz Branch Library	16,000	3	1
St John Branch Library	7,536	0	1
Southeast Branch Library	8,320	3	1
Spicewood Springs Branch Library	13,257	5	1
Terrazas Branch Library	10,827	3	1
Twin Oaks Branch Library	10,120	3	1
University Hills Branch Library	8,000	3	1
Windsor Park Branch Library	8,630	3	1
Ralph W Yarborough Branch Library	15,120	3	2

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D
SOLICITATION NO.: RFP MDD0102

Austin Public Library STAFF REQUIREMENTS

Daily Custodial Service Requirements

The daily Custodial staff shall perform custodial services as listed below at all APL facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves before and after lunch period.
5. Clean and shine interior glass doors and panels throughout building.
6. Clean elevators (including garage elevator).
7. Keep lobby areas clean: to include trash removal.
8. Keep all electrical, mechanical and satellite rooms clean.
9. Clean/vacuum rugs and carpets as needed.
10. Empty trashcans in garage and patio area.
11. Walk parking garage daily and pick up all debris.
12. Walk entire grounds to pick up debris including creek/drainage area & under garage.
13. Sweep and clean all outside entrance/exit areas daily to include loading dock area.
14. Vacuum elevator tracks to remove any debris that may disable the doors.
15. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall be furnished by Contractor unless specified below)

1. Light bulb replacement throughout facilities, parking areas and grounds as needed. APL facilities staff will supply light bulbs and tools needed to replace light bulbs.
2. Hang pictures, wipe boards, and other wall hangings as needed.
3. Set up conference and break room area tables and chairs as needed.
4. HVAC filter replacement. APL facilities HVAC Staff will supply filters.
5. Replace damaged or worn ceiling tiles as needed. APL facilities staff will supply ceiling tiles and tools needed to perform this requirement.
6. Pressure wash outdoor walkways, entries, & patio areas as needed.
7. Grounds cleaning.
8. Light caulking. APL facilities staff will supply caulk needed to perform this requirement.

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D
SOLICITATION NO.: RFP MDD0102

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all APL facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.
5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. All drinking fountains are to be cleaned, sanitized and dry shined daily. Debris collected on the fountain drains is to be removed on a daily basis.
9. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
10. Sweep and clean all outside entrances, exit areas and garage daily.
11. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
12. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by APL.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. APL shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags,

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D
SOLICITATION NO.: RFP MDD0102

sponges, etc. Supplies shall not be the same used in the bathrooms.

14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.
15. Clean all building and garage elevators. Polish elevators (interior and exterior) brass or stainless steel doors and railing with appropriate cleaners. Dust, clean, and polish elevator wood panel walls. Clean and polish elevator tracks with appropriate cleaners. Wet mop the elevator floor, spray and buff or wax to bring to a glossy appearance.
16. Dust and vacuum air conditioning registers/vents
17. Clean and dust all door and window seals.
18. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
19. Dispose of all trash in City provided outdoor dumpster.
20. Provide the Contract Manager a daily checklist of services completed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean marble walls at all facilities. Clean and polish marble floors and tiles at all facilities.
 - (c) Clean and polish all brass or stainless steel trim at all facilities.
 - (d) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D
SOLICITATION NO.: RFP MDD0102

4. Dust rails and sweep and mop all stairways quarterly.
5. Clean, polish mahogany doors, located at all suite entrances and bathroom entrances quarterly.
6. Provide the Contract Manager a monthly checklist of services completed.

Semi-Annual and Annual Requirements

The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.
2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed including needs for special events taking place at the New Central Library. These services shall be requested strictly for the New Central Library and shall be performed as needed and at a frequency to be determined. APL reserves the option of adding any of its library branches in the future as may be needed to service special events.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the

CUSTODIAL SERVICES FOR AUSTIN PUBLIC LIBRARY-EXHIBIT D
SOLICITATION NO.: RFP MDD0102

undisputed evaluator of all work performed.

Contractor to provide a cleaning schedule for all tasks which are scheduled for performance on other than a daily basis. Schedule shall indicate date(s) when the Contractor shall accomplish tasks, scheduled worker(s) for each task and Crew lead or individual assigned as person in charge for that day.

PERFORMANCE CHECK

Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

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CITY OF AUSTIN, TEXAS
Purchasing Office
REQUEST FOR PROPOSAL (RFP)
OFFER SHEET

SOLICITATION NO: MDD0102

COMMODITY/SERVICE DESCRIPTION: Custodial Services

DATE ISSUED: April 10th, 2017

REQUISITION NO.: RQM 16090700689

COMMODITY CODE: 91039

PRE-PROPOSAL CONFERENCE TIME AND DATE: Tuesday
April 18th, 2017 @ 9:00 am CST

LOCATION: Municipal Building, 124 W 8th Street
3rd Floor Conference Room,
Austin, TX 78701

**FOR CONTRACTUAL AND TECHNICAL
ISSUES CONTACT THE FOLLOWING
AUTHORIZED CONTACT PERSON:**

Matthew Duree
Procurement Supervisor

Phone: (512) 974-6346

E-Mail: matt.duree@austintexas.gov

PROPOSAL DUE PRIOR TO: May 16th, 2017 @2:00pm CST

PROPOSAL CLOSING TIME AND DATE: May 16th, 2017 @
2:00pm CST

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

LIVE SOLICITATION CLOSING ONLINE: For RFP's, only the
names of respondents will be read aloud @ 3:00 pm the day
of closing.

For information on how to attend the Solicitation Closing online,
please select this link:

<http://www.austintexas.gov/departments/bid-opening-webinars>

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired,
as shown below:

Address for US Mail (Only)	Address for Fedex, UPS, Hand Delivery or Courier Service
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # MDD0102	Purchasing Office-Response Enclosed for Solicitation # MDD0102
P.O. Box 1088	124 W 8 th Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL AND 1 ELECTRONIC FLASH DRIVE COPY OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	9
0500	SCOPE OF WORK	ATT
0500A	SCOPE OF WORK – ATTACHMENT A – AW SITES AND REQUIREMENTS	ATT
0500B	SCOPE OF WORK – ATTACHMENT B – PARD SITES AND REQUIREMENTS	ATT
0500C	SCOPE OF WORK – ATTACHMENT C – APH SITES AND REQUIREMENTS	ATT
0500D	SCOPE OF WORK – ATTACHMENT D – AFD SITES AND REQUIREMENTS	ATT
0505	SUSTAINABILITY REQUIREMENTS & REPORTING	2
0510	EXCEPTIONS CHECKLIST	1
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	5
0600A	COST PROPOSAL SHEET	ATT
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	2
0800	NON-DISCRIMINATION AND NON- RETALIATION CERTIFICATION	2
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION–Complete and return	1
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1
0900	SUBCONTRACTING/SUB-CONSULTING UTILIZATION FORM – Complete & return	1
0905	SUCONTRACTING/SUB-CONSULTING UTILIZATION PLAN – Complete and return if applicable	3

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 “Certificate of Interested Parties” that is signed and notarized for a contract award requiring council authorization. The “Certificate of Interested Parties” form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of

the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: American Facility Services, Inc.

Company Address: 1325 Union Hill Industrial Court, Suite A

City, State, Zip: Alpharetta, GA 30004

Federal Tax ID No.

Printed Name of Officer or Authorized Representative: Harold Angel

Title: Vice President

Signature of Officer or Authorized Representative: 

Date: 5/12/2017

Email Address: anugent@amfacility.com

Phone Number: 770-740-1613

*** Proposal response must be submitted with this Offer sheet to be considered for award**



CITY OF AUSTIN, TEXAS
Purchasing Office
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OFFER SHEET

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0900	SUBCONTRACTING/SUB-CONSULTING UTILIZATION FORM – Complete & return	1
0905	SUCONTRACTING/SUB-CONSULTING UTILIZATION PLAN – Complete and return if applicable	3

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 “Certificate of Interested Parties” that is signed and notarized for a contract award requiring council authorization. The “Certificate of Interested Parties” form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of

the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: UCS

Company Address: 1834 Ferguson Ln., Ste. 1000

City, State, Zip: Austin, TX 78754

Federal Tax ID No.

Printed Name of Officer or Authorized Representative: Benjamin H. Wells

Title: President

Signature of Officer or Authorized Representative: 

Date: 05/16/17

Email Address: bwells@ucscompanies.com

Phone Number: 512-385-6600

*** Proposal response must be submitted with this Offer sheet to be considered for award**

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By submitting an Offer in response to the Solicitation, the Contractor agrees that the Contract shall be governed by the following terms and conditions. Unless otherwise specified in the Contract, Sections 3, 4, 5, 6, 7, 8, 20, 21, and 36 shall apply only to a Solicitation to purchase Goods, and Sections 9, 10, 11 and 22 shall apply only to a Solicitation to purchase Services to be performed principally at the City's premises or on public rights-of-way.

1. **CONTRACTOR'S OBLIGATIONS**. The Contractor shall fully and timely provide all Deliverables described in the Solicitation and in the Contractor's Offer in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.
2. **EFFECTIVE DATE/TERM**. Unless otherwise specified in the Solicitation, this Contract shall be effective as of the date the contract is signed by the City, and shall continue in effect until all obligations are performed in accordance with the Contract.
3. **CONTRACTOR TO PACKAGE DELIVERABLES**: The Contractor will package Deliverables in accordance with good commercial practice and shall include a packing list showing the description of each item, the quantity and unit price. Unless otherwise provided in the Specifications or Supplemental Terms and Conditions, each shipping container shall be clearly and permanently marked as follows: (a) The Contractor's name and address, (b) the City's name, address and purchase order or purchase release number and the price agreement number if applicable, (c) Container number and total number of containers, e.g. box 1 of 4 boxes, and (d) the number of the container bearing the packing list. The Contractor shall bear cost of packaging. Deliverables shall be suitably packed to secure lowest transportation costs and to conform with requirements of common carriers and any applicable specifications. The City's count or weight shall be final and conclusive on shipments not accompanied by packing lists.
4. **SHIPMENT UNDER RESERVATION PROHIBITED**: The Contractor is not authorized to ship the Deliverables under reservation and no tender of a bill of lading will operate as a tender of Deliverables.
5. **TITLE & RISK OF LOSS**: Title to and risk of loss of the Deliverables shall pass to the City only when the City actually receives and accepts the Deliverables.
6. **DELIVERY TERMS AND TRANSPORTATION CHARGES**: Deliverables shall be shipped F.O.B. point of delivery unless otherwise specified in the Supplemental Terms and Conditions. Unless otherwise stated in the Offer, the Contractor's price shall be deemed to include all delivery and transportation charges. The City shall have the right to designate what method of transportation shall be used to ship the Deliverables. The place of delivery shall be that set forth in the block of the purchase order or purchase release entitled "Receiving Agency".
7. **RIGHT OF INSPECTION AND REJECTION**: The City expressly reserves all rights under law, including, but not limited to the Uniform Commercial Code, to inspect the Deliverables at delivery before accepting them, and to reject defective or non-conforming Deliverables. If the City has the right to inspect the Contractor's, or the Contractor's Subcontractor's, facilities, or the Deliverables at the Contractor's, or the Contractor's Subcontractor's, premises, the Contractor shall furnish, or cause to be furnished, without additional charge, all reasonable facilities and assistance to the City to facilitate such inspection.
8. **NO REPLACEMENT OF DEFECTIVE TENDER**: Every tender or delivery of Deliverables must fully comply with all provisions of the Contract as to time of delivery, quality, and quantity. Any non-complying tender shall constitute a breach and the Contractor shall not have the right to substitute a conforming tender; provided, where the time for performance has not yet expired, the Contractor may notify the City of the intention to cure and may then make a conforming tender within the time allotted in the contract.
9. **PLACE AND CONDITION OF WORK**: The City shall provide the Contractor access to the sites where the Contractor is to perform the services as required in order for the Contractor to perform the services in a timely and efficient manner, in accordance with and subject to the applicable security laws, rules, and regulations. The Contractor acknowledges that it has satisfied itself as to the nature of the City's service requirements and specifications, the location and essential characteristics of the work sites, the quality and quantity of materials, equipment, labor and facilities necessary to perform the services, and any other condition or state of fact which could in any way affect performance of the Contractor's obligations under the contract. The Contractor hereby releases and holds the City

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harmless from and against any liability or claim for damages of any kind or nature if the actual site or service conditions differ from expected conditions.

10. WORKFORCE

- A. The Contractor shall employ only orderly and competent workers, skilled in the performance of the services which they will perform under the Contract.
- B. The Contractor, its employees, subcontractors, and subcontractor's employees may not while engaged in participating or responding to a solicitation or while in the course and scope of delivering goods or services under a City of Austin contract or on the City's property .
 - i. use or possess a firearm, including a concealed handgun that is licensed under state law, except as required by the terms of the contract; or
 - ii. use or possess alcoholic or other intoxicating beverages, illegal drugs or controlled substances, nor may such workers be intoxicated, or under the influence of alcohol or drugs, on the job.
- C. If the City or the City's representative notifies the Contractor that any worker is incompetent, disorderly or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms, or has possessed or was under the influence of alcohol or drugs on the job, the Contractor shall immediately remove such worker from Contract services, and may not employ such worker again on Contract services without the City's prior written consent.

- 11. COMPLIANCE WITH HEALTH, SAFETY, AND ENVIRONMENTAL REGULATIONS:** The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.

12. INVOICES:

- A. The Contractor shall submit separate invoices in duplicate on each purchase order or purchase release after each delivery. If partial shipments or deliveries are authorized by the City, a separate invoice must be sent for each shipment or delivery made.
- B. **Proper Invoices must include a unique invoice number, the purchase order or delivery order number and the master agreement number if applicable, the Department's Name, and the name of the point of contact for the Department.** Invoices shall be itemized and transportation charges, if any, shall be listed separately. A copy of the bill of lading and the freight waybill, when applicable, shall be attached to the invoice. The Contractor's name and, if applicable, the tax identification number on the invoice must exactly match the information in the Vendor's registration with the City. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor's invoice.
- C. Invoices for labor shall include a copy of all time-sheets with trade labor rate and Deliverables order number clearly identified. Invoices shall also include a tabulation of work-hours at the appropriate rates and grouped by work order number. Time billed for labor shall be limited to hours actually worked at the work site.
- D. Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.
- E. Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

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13. PAYMENT:

- A. All proper invoices received by the City will be paid within thirty (30) calendar days of the City's receipt of the Deliverables or of the invoice, whichever is later.
- B. **If payment is not timely made, (per paragraph A), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.**
- C. If partial shipments or deliveries are authorized by the City, the Contractor will be paid for the partial shipment or delivery, as stated above, provided that the invoice matches the shipment or delivery.
- D. The City may withhold or set off the entire payment or part of any payment otherwise due the Contractor to such extent as may be necessary on account of:
 - i. delivery of defective or non-conforming Deliverables by the Contractor;
 - ii. third party claims, which are not covered by the insurance which the Contractor is required to provide, are filed or reasonable evidence indicating probable filing of such claims;
 - iii. failure of the Contractor to pay Subcontractors, or for labor, materials or equipment;
 - iv. damage to the property of the City or the City's agents, employees or contractors, which is not covered by insurance required to be provided by the Contractor;
 - v. reasonable evidence that the Contractor's obligations will not be completed within the time specified in the Contract, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;
 - vi. failure of the Contractor to submit proper invoices with all required attachments and supporting documentation; or
 - vii. failure of the Contractor to comply with any material provision of the Contract Documents.
- E. Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City.
- F. Payment will be made by check unless the parties mutually agree to payment by credit card or electronic transfer of funds. The Contractor agrees that there shall be no additional charges, surcharges, or penalties to the City for payments made by credit card or electronic funds transfer.
- G. The awarding or continuation of this contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds Appropriated and available for this contract. The absence of Appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not Appropriated or available and any Deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate Appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any Appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

- 14. TRAVEL EXPENSES:** All travel, lodging and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Solicitation will be reviewed against the City's Travel Policy as published and maintained by the City's Controller's Office and the Current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

<http://www.gsa.gov/portal/category/21287>

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No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of detailed itemized receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulations.

15. FINAL PAYMENT AND CLOSE-OUT:

- A. If an MBE/WBE Program Compliance Plan is required by the Solicitation, and the Contractor has identified Subcontractors, the Contractor is required to submit a Contract Close-Out MBE/WBE Compliance Report to the Project manager or Contract manager no later than the 15th calendar day after completion of all work under the contract. Final payment, retainage, or both may be withheld if the Contractor is not in compliance with the requirements of the Compliance Plan as accepted by the City.
- B. The making and acceptance of final payment will constitute:
 - i. a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, (4) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and
 - ii. a waiver of all claims by the Contractor against the City other than those previously asserted in writing and not yet settled.

16. SPECIAL TOOLS & TEST EQUIPMENT: If the price stated on the Offer includes the cost of any special tooling or special test equipment fabricated or required by the Contractor for the purpose of filling this order, such special tooling equipment and any process sheets related thereto shall become the property of the City and shall be identified by the Contractor as such.

17. AUDITS and RECORDS:

- A. The Contractor agrees that the representatives of the Office of the City Auditor or other authorized representatives of the City shall have access to, and the right to audit, examine, or reproduce, any and all records of the Contractor related to the performance under this Contract. The Contractor shall retain all such records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.
- B. Records Retention:
 - i. Contractor is subject to City Code chapter 2-11 (Records Management), and as it may subsequently be amended. For purposes of this subsection, a Record means all books, accounts, reports, files, and other data recorded or created by a Contractor in fulfillment of the Contract whether in digital or physical format, except a record specifically relating to the Contractor's internal administration.
 - ii. All Records are the property of the City. The Contractor may not dispose of or destroy a Record without City authorization and shall deliver the Records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost when requested by the City
 - iii. The Contractor shall retain all Records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer.
- C. The Contractor shall include sections A and B above in all subcontractor agreements entered into in connection with this Contract.

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18. SUBCONTRACTORS:

- A. If the Contractor identified Subcontractors in an MBE/WBE Program Compliance Plan or a No Goals Utilization Plan the Contractor shall comply with the provisions of Chapters 2-9A, 2-9B, 2-9C, and 2-9D, as applicable, of the Austin City Code and the terms of the Compliance Plan or Utilization Plan as approved by the City (the "Plan"). The Contractor shall not initially employ any Subcontractor except as provided in the Contractor's Plan. The Contractor shall not substitute any Subcontractor identified in the Plan, unless the substitute has been accepted by the City in writing in accordance with the provisions of Chapters 2-9A, 2-9B, 2-9C and 2-9D, as applicable. No acceptance by the City of any Subcontractor shall constitute a waiver of any rights or remedies of the City with respect to defective Deliverables provided by a Subcontractor. If a Plan has been approved, the Contractor is additionally required to submit a monthly Subcontract Awards and Expenditures Report to the Contract Manager and the Purchasing Office Contract Compliance Manager no later than the tenth calendar day of each month.
- B. Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:
 - i. require that all Deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract;
 - ii. prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;
 - iii. require Subcontractors to submit all invoices and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include same with its invoice or application for payment to the City in accordance with the terms of the Contract;
 - iv. require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and
 - v. require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.
- C. The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.
- D. The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten (10) calendar days after receipt of payment from the City.

19. WARRANTY-PRICE:

- A. The Contractor warrants the prices quoted in the Offer are no higher than the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.
- B. The Contractor certifies that the prices in the Offer have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such fees with any other firm or with any competitor.
- C. In addition to any other remedy available, the City may deduct from any amounts owed to the Contractor, or otherwise recover, any amounts paid for items in excess of the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

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20. **WARRANTY – TITLE:** The Contractor warrants that it has good and indefeasible title to all Deliverables furnished under the Contract, and that the Deliverables are free and clear of all liens, claims, security interests and encumbrances. The Contractor shall indemnify and hold the City harmless from and against all adverse title claims to the Deliverables.
21. **WARRANTY – DELIVERABLES:** The Contractor warrants and represents that all Deliverables sold the City under the Contract shall be free from defects in design, workmanship or manufacture, and conform in all material respects to the specifications, drawings, and descriptions in the Solicitation, to any samples furnished by the Contractor, to the terms, covenants and conditions of the Contract, and to all applicable State, Federal or local laws, rules, and regulations, and industry codes and standards. Unless otherwise stated in the Solicitation, the Deliverables shall be new or recycled merchandise, and not used or reconditioned.
- A. Recycled Deliverables shall be clearly identified as such.
 - B. The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law; and any attempt to do so shall be without force or effect.
 - C. Unless otherwise specified in the Contract, the warranty period shall be at least one year from the date of acceptance of the Deliverables or from the date of acceptance of any replacement Deliverables. If during the warranty period, one or more of the above warranties are breached, the Contractor shall promptly upon receipt of demand either repair the non-conforming Deliverables, or replace the non-conforming Deliverables with fully conforming Deliverables, at the City's option and at no additional cost to the City. All costs incidental to such repair or replacement, including but not limited to, any packaging and shipping costs, shall be borne exclusively by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of discovery of the breach of warranty, but failure to give timely notice shall not impair the City's rights under this section.
 - D. If the Contractor is unable or unwilling to repair or replace defective or non-conforming Deliverables as required by the City, then in addition to any other available remedy, the City may reduce the quantity of Deliverables it may be required to purchase under the Contract from the Contractor, and purchase conforming Deliverables from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such Deliverables from another source.
 - E. If the Contractor is not the manufacturer, and the Deliverables are covered by a separate manufacturer's warranty, the Contractor shall transfer and assign such manufacturer's warranty to the City. If for any reason the manufacturer's warranty cannot be fully transferred to the City, the Contractor shall assist and cooperate with the City to the fullest extent to enforce such manufacturer's warranty for the benefit of the City.
22. **WARRANTY – SERVICES:** The Contractor warrants and represents that all services to be provided the City under the Contract will be fully and timely performed in a good and workmanlike manner in accordance with generally accepted industry standards and practices, the terms, conditions, and covenants of the Contract, and all applicable Federal, State and local laws, rules or regulations.
- A. The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law, and any attempt to do so shall be without force or effect.
 - B. Unless otherwise specified in the Contract, the warranty period shall be at least one year from the Acceptance Date. If during the warranty period, one or more of the above warranties are breached, the Contractor shall promptly upon receipt of demand perform the services again in accordance with above standard at no additional cost to the City. All costs incidental to such additional performance shall be borne by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of discovery of the breach warranty, but failure to give timely notice shall not impair the City's rights under this section.
 - C. If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be

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required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source.

23. **ACCEPTANCE OF INCOMPLETE OR NON-CONFORMING DELIVERABLES:** If, instead of requiring immediate correction or removal and replacement of defective or non-conforming Deliverables, the City prefers to accept it, the City may do so. The Contractor shall pay all claims, costs, losses and damages attributable to the City's evaluation of and determination to accept such defective or non-conforming Deliverables. If any such acceptance occurs prior to final payment, the City may deduct such amounts as are necessary to compensate the City for the diminished value of the defective or non-conforming Deliverables. If the acceptance occurs after final payment, such amount will be refunded to the City by the Contractor.
24. **RIGHT TO ASSURANCE:** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
25. **STOP WORK NOTICE:** The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.
26. **DEFAULT:** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under Paragraph 24, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by the Contractor to the City.
27. **TERMINATION FOR CAUSE:** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.
28. **TERMINATION WITHOUT CAUSE:** The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days' prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds Appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.
29. **FRAUD:** Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

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30. DELAYS:

- A. The City may delay scheduled delivery or other due dates by written notice to the Contractor if the City deems it is in its best interest. If such delay causes an increase in the cost of the work under the Contract, the City and the Contractor shall negotiate an equitable adjustment for costs incurred by the Contractor in the Contract price and execute an amendment to the Contract. The Contractor must assert its right to an adjustment within thirty (30) calendar days from the date of receipt of the notice of delay. Failure to agree on any adjusted price shall be handled under the Dispute Resolution process specified in paragraph 48. However, nothing in this provision shall excuse the Contractor from delaying the delivery as notified.
- B. Neither party shall be liable for any default or delay in the performance of its obligations under this Contract if, while and to the extent such default or delay is caused by acts of God, fire, riots, civil commotion, labor disruptions, sabotage, sovereign conduct, or any other cause beyond the reasonable control of such Party. In the event of default or delay in contract performance due to any of the foregoing causes, then the time for completion of the services will be extended; provided, however, in such an event, a conference will be held within three (3) business days to establish a mutually agreeable period of time reasonably necessary to overcome the effect of such failure to perform.

31. INDEMNITY:

- A. Definitions:
 - i. "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:
 - (1) damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or
 - (2) death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),
 - ii. "Fault" shall include the sale of defective or non-conforming Deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.
- B. **THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.**

32. INSURANCE: (reference Section 0400 for specific coverage requirements). The following insurance requirement applies. (Revised March 2013).

- A. General Requirements.
 - i. The Contractor shall at a minimum carry insurance in the types and amounts indicated in Section 0400, Supplemental Purchase Provisions, for the duration of the Contract, including extension options and hold over periods, and during any warranty period.
 - ii. The Contractor shall provide Certificates of Insurance with the coverages and endorsements required in Section 0400, Supplemental Purchase Provisions, to the City as verification of coverage prior to contract execution and within fourteen (14) calendar days after written request from the

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City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or hold over period is exercised, as verification of continuing coverage.

- iii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iv. The City may request that the Contractor submit certificates of insurance to the City for all subcontractors prior to the subcontractors commencing work on the project.
- v. The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better.
- vi. The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.
- vii. If insurance policies are not written for amounts specified in Section 0400, Supplemental Purchase Provisions, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.
- viii. The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.
- ix. The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.
- x. The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.
- xi. The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. Self-insured retentions shall be disclosed on the Certificate of Insurance.
- xii. The Contractor shall provide the City thirty (30) calendar days' written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.
- xiii. The insurance coverages specified in Section 0400, Supplemental Purchase Provisions, are required minimums and are not intended to limit the responsibility or liability of the Contractor.

B. Specific Coverage Requirements: Specific insurance requirements are contained in Section 0400, Supplemental Purchase Provisions

33. **CLAIMS:** If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform thereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the

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Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

34. **NOTICES**: Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, telefax, or other commercially accepted means. Notices to the Contractor shall be sent to the address specified in the Contractor's Offer, or at such other address as a party may notify the other in writing. Notices to the City shall be addressed to the City at P.O. Box 1088, Austin, Texas 78767 and marked to the attention of the Contract Administrator.
35. **RIGHTS TO BID, PROPOSAL AND CONTRACTUAL MATERIAL**: All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.
36. **NO WARRANTY BY CITY AGAINST INFRINGEMENTS**: The Contractor represents and warrants to the City that: (i) the Contractor shall provide the City good and indefeasible title to the Deliverables and (ii) the Deliverables supplied by the Contractor in accordance with the specifications in the Contract will not infringe, directly or contributorily, any patent, trademark, copyright, trade secret, or any other intellectual property right of any kind of any third party; that no claims have been made by any person or entity with respect to the ownership or operation of the Deliverables and the Contractor does not know of any valid basis for any such claims. The Contractor shall, at its sole expense, defend, indemnify, and hold the City harmless from and against all liability, damages, and costs (including court costs and reasonable fees of attorneys and other professionals) arising out of or resulting from: (i) any claim that the City's exercise anywhere in the world of the rights associated with the City's ownership, and if applicable, license rights, and its use of the Deliverables infringes the intellectual property rights of any third party; or (ii) the Contractor's breach of any of Contractor's representations or warranties stated in this Contract. In the event of any such claim, the City shall have the right to monitor such claim or at its option engage its own separate counsel to act as co-counsel on the City's behalf. Further, Contractor agrees that the City's specifications regarding the Deliverables shall in no way diminish Contractor's warranties or obligations under this paragraph and the City makes no warranty that the production, development, or delivery of such Deliverables will not impact such warranties of Contractor.
37. **CONFIDENTIALITY**: In order to provide the Deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Agreement, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.
38. **PUBLICATIONS**: All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

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39. **ADVERTISING**: The Contractor shall not advertise or publish, without the City's prior consent, the fact that the City has entered into the Contract, except to the extent required by law.
40. **NO CONTINGENT FEES**: The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.
41. **GRATUITIES**: The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City of Austin with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.
42. **PROHIBITION AGAINST PERSONAL INTEREST IN CONTRACTS**: No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.
43. **INDEPENDENT CONTRACTOR**: The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.
44. **ASSIGNMENT-DELEGATION**: The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.
45. **WAIVER**: No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.
46. **MODIFICATIONS**: The Contract can be modified or amended only by a writing signed by both parties. No pre-printed or similar terms on any the Contractor invoice, order or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.
47. **INTERPRETATION**: The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.

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48. DISPUTE RESOLUTION:

- A. If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.
- B. If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

49. **JURISDICTION AND VENUE:** The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Contract shall be resolved in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

50. **INVALIDITY:** The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

51. **HOLIDAYS:** The following holidays are observed by the City:

<u>Holiday</u>	<u>Date Observed</u>
New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11

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Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

52. **SURVIVABILITY OF OBLIGATIONS:** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.

53. **NON-SUSPENSION OR DEBARMENT CERTIFICATION:**

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a Contract with the City, the Vendor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

54. **EQUAL OPPORTUNITY**

A. **Equal Employment Opportunity:** No Contractor, or Contractor's agent, shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Offer submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Offeror has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4.

B. **Americans with Disabilities Act (ADA) Compliance:** No Contractor, or Contractor's agent, shall engage in any discriminatory practice against individuals with disabilities as defined in the ADA, including but not limited to: employment, accessibility to goods and services, reasonable accommodations, and effective communications.

55. **INTERESTED PARTIES DISCLOSURE**

As a condition to entering the Contract, the Business Entity constituting the Offeror must provide the following disclosure of Interested Parties to the City prior to the award of a contract with the City on Form 1295 "Certificate of Interested Parties" as prescribed by the Texas Ethics Commission for any contract award requiring council authorization. The Certificate of Interested Parties Form must be completed on the Texas Ethics Commission website, printed, and signed by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury. The City will submit the "Certificate of Interested Parties" to the Texas Ethics Commission within 30 days of receipt from the successful Offeror. The Offeror is reminded that the provisions of Local Government Code 176, regarding conflicts of interest between the bidders and local officials remains in place. Link to Texas Ethics Commission Form 1295 process and procedures below:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

56. **BUY AMERICAN ACT-SUPPLIES (Applicable to certain Federally funded requirements)**

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- A. Definitions. As used in this paragraph –
- i. "Component" means an article, material, or supply incorporated directly into an end product.
 - ii. "Cost of components" means -
 - (1) For components purchased by the Contractor, the acquisition cost, including transportation costs to the place of incorporation into the end product (whether or not such costs are paid to a domestic firm), and any applicable duty (whether or not a duty-free entry certificate is issued); or
 - (2) For components manufactured by the Contractor, all costs associated with the manufacture of the component, including transportation costs as described in paragraph (1) of this definition, plus allocable overhead costs, but excluding profit. Cost of components does not include any costs associated with the manufacture of the end product.
 - iii. "Domestic end product" means-
 - (1) An unmanufactured end product mined or produced in the United States; or
 - (2) An end product manufactured in the United States, if the cost of its components mined, produced, or manufactured in the United States exceeds 50 percent of the cost of all its components. Components of foreign origin of the same class or kind as those that the agency determines are not mined, produced, or manufactured in sufficient and reasonably available commercial quantities of a satisfactory quality are treated as domestic. Scrap generated, collected, and prepared for processing in the United States is considered domestic.
 - iv. "End product" means those articles, materials, and supplies to be acquired under the contract for public use.
 - v. "Foreign end product" means an end product other than a domestic end product.
 - vi. "United States" means the 50 States, the District of Columbia, and outlying areas.
- B. The Buy American Act (41 U.S.C. 10a - 10d) provides a preference for domestic end products for supplies acquired for use in the United States.
- C. The City does not maintain a list of foreign articles that will be treated as domestic for this Contract; but will consider for approval foreign articles as domestic for this product if the articles are on a list approved by another Governmental Agency. The Offeror shall submit documentation with their Offer demonstrating that the article is on an approved Governmental list.
- D. The Contractor shall deliver only domestic end products except to the extent that it specified delivery of foreign end products in the provision of the Solicitation entitled "Buy American Act Certificate".

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The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by May 1st, 2017.

2. **ALTERNATE OFFERS:** (reference paragraph 7A in Section 0200)

Alternate Offers will be considered.

3. **INSURANCE:** Insurance is required for this solicitation.

A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

- i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
- ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
- iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

City of Austin Purchasing Office
P. O. Box 1088
Austin, Texas 78767

B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

- i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee.
 - (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage
- ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are \$500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
 - (1) The policy shall contain the following provisions:
 - (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
 - (b) Contractor/Subcontracted Work.

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- (c) Products/Completed Operations Liability for the duration of the warranty period.
 - (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.
 - (2) The policy shall also include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
 - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
 - iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident.
 - (1) The policy shall include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
 - (c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.
- C. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.
4. **TERM OF CONTRACT:**
- A. The Contract shall be in effect for an initial term of 24 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.
 - B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).
 - C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
 - D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.
5. **QUANTITIES:** The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities.
6. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)
- A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor. Invoices should also include the following:

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- Invoice shall be a pre-printed form with Company (Contractor) Name.
- Invoice shall have printed Contractor address, phone number and e-mail.
- Handwritten invoices will not be accepted.
- Invoice shall have a unique number.
- Invoice shall have the City's Contract number listed on the invoice.
- Date of each visit.
- Location of each visit.
- Itemized description and pricing for each visit/each location.
- Signed Grounds Maintenance Checklist for each visit at each location.
- Contractor shall submit one invoice per location per month. Duplicate invoices shall not be accepted.
- Billing statements will not be submitted in lieu of invoice for payment processing.
- COA will review charges for accuracy and authorize payment

Invoices shall be mailed to the below address:

	City of Austin
Department	Austin Water
Attn:	Facility Management Accounts Payable
Address	625 E. 10 th Street, Suite 103
City, State Zip Code	Austin, TX 78701

	City of Austin
Department	Parks and Recreation
Email	PARDAccountsPayable@austintexas.gov
Attn:	Accounts Payable
Address	200 S Lamar Blvd
City, State Zip Code	Austin, TX 78704

	City of Austin
Department	Austin Public Health
Email	HHSDAPInvoices@austintexas.gov

	City of Austin
Department	Austin Fire
Email	FIREAcctsPayable@austintexas.gov
Attn:	Accounts Payable
Address	4201 Ed Bluestein Blvd
City, State Zip Code	Austin, TX 78721

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- B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

7. MATERIALS SPECIFICATIONS/DESCRIPTIVE LITERATURE:

- A. If a solicitation refers to a Qualified Products List (QPL), Standard Products List (SPL) or a manufacturer's name and product, any Offeror offering products not referenced in the solicitation must submit as part of their Offer materials specifications/descriptive literature for the non-referenced product. Materials specifications/descriptive literature must be identified to show the item(s) in the Offer to which it applies.
- B. Materials specifications/descriptive literature are defined as product manufacturer's catalog pages, "cut sheets" applicable tests results, or related detailed documents that specify material construction, performance parameters, and any industrial standards that are applicable such as ANSI, ASTM, ASME, SAE, NFPA, NBS, EIA, ESL, and NSA. The submitted materials specifications/descriptive literature must include the manufacturer's name and product number of the product being offered.
- C. The failure of the materials specifications/descriptive literature to show that the product offered conforms to the requirements of the Solicitation shall result in rejection of the Offer.
- D. Failure to submit the materials specifications/descriptive literature as part of the Offer may subject the Offer to disqualification from consideration for award.

8. HAZARDOUS MATERIALS:

- A. If this Solicitation involves hazardous materials, the Offeror shall furnish with the Offer Material Safety Data Sheets (MSDS), (OSHA Form 20), on all chemicals and hazardous materials specifying the generic and trade name of product, product specification, and full hazard information including receiving and storage hazards. Instructions, special equipment needed for handling, information on approved containers, and instructions for the disposal of the material are also required.
- B. Failure to submit the MSDS as part of the Offer may subject the Offer to disqualification from consideration for award.
- C. The MSDS, instructions and information required in paragraph "A" must be included with each shipment under the contract.

9. RECYCLED PRODUCTS:

- A. The City prefers that Offerors offer products that contain recycled materials. When a recycled product is offered by the Offeror, the Offeror must state in their Offer the percentage of the product that is recycled and must include a list of the recycled materials that are contained in the product.
- B. The recycled content of paper products offered to the City shall be in accordance with the Federal Environmental Protection Agency's Recycled Product Procurement Guidelines. These guidelines are available at <http://www.epa.gov/cpg/>.
- C. Contract award for paper products will be made for recycled products unless the cost is more than 10% above the lowest price for non-recycled paper products as required in the City's Comprehensive Recycling Resolution.

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10. LIVING WAGES:

- A. The minimum wage required for any Contractor employee directly assigned to this City Contract is \$13.50 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.
- B. The City requires Contractors submitting Offers on this Contract to provide a certification (**see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than \$13.50 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.
- C. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).
- D. The Contractor shall provide to the Department's Contract Manager with the first invoice, individual Employee Certifications for all employees directly assigned to the contract. The City reserves the right to request individual Employee Certifications at any time during the contract term. Employee Certifications shall be signed by each employee directly assigned to the contract. The Employee Certification form is available on-line at https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.
- E. Contractor shall submit employee certifications annually on the anniversary date of contract award with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes as they occur.
- F. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph C above to verify compliance with this provision.

11. NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING:

- A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.
- B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to

**CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS**

exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.

- D. The City requires Offerors submitting Offers on this Solicitation to certify that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: <http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

12. WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):

- A. Access to the City Department buildings by the Contractor, all subcontractors and their employees will be strictly controlled at all times by the City. Security badges will be issued by the Department for this purpose. The Contractor shall submit a complete list of all persons requiring access to the City buildings at least thirty (30) days in advance of their need for access. The City reserves the right to deny a security badge to any Contractor personnel for reasonable cause. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's submittal.
- B. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) days of the receipt of notification of denial.
- C. Contractor personnel will be required to check in at the security desk when entering or leaving City buildings and security badges must be on display at all times when in the building. Failure to do so may be cause for removal of Contractor Personnel from the worksite, without regard to Contractor's schedule. Security badges may not be removed from the premises.
- D. The Contractor shall provide the City's Contract Manager with a list of personnel scheduled to enter the building, seven days in advance. The list shall identify the persons by name, date of birth, driver's license number, the times that they will be inside the building and the areas where they will be working. Only persons previously approved by the City for the issuance of security badges will be admitted to the building.
- E. The Contractor shall comply with all other security requirements imposed by the City and shall ensure that all employees and subcontractors are kept fully informed as to these requirements.

13. MONTHLY SUBCONTRACT AWARDS AND EXPENDITURES REPORT: (reference paragraph 18 in Section 0300) (applicable when an MBE/WBE Compliance Plan is required)

- A. The Contractor must submit a monthly Subcontract Awards and Expenditures Report to the Contract Manager specified herein and to the Purchasing Office Contract Compliance Manager no later than the tenth calendar day of each month.
- B. Mail the Purchasing Office Copy of the report to the following address:

City of Austin
Purchasing Office
Attn: Contract Compliance Manager
P. O. Box 1088
Austin, Texas 78767

14. ECONOMIC PRICE ADJUSTMENT:

**CITY OF AUSTIN
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- A. **Price Adjustments:** Prices shown in this Contract shall remain firm for the first 12 months of the Contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor on the anniversary date of the Contract or as may otherwise be specified herein. The percentage change between the contract price and the requested price shall not exceed the percentage change between the specified index in effect on the date the solicitation closed and the most recent, non-preliminary data at the time the price adjustment is requested. The requested price adjustment shall not exceed twenty five percent (25%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the change in one or more line items made pursuant to this provision. Prices for products or services unaffected by verifiable cost trends shall not be subject to adjustment.
- B. **Effective Date:** Approved price adjustments will go into effect on the first day of the upcoming renewal period or anniversary date of contract award and remain in effect until contract expiration unless changed by subsequent amendment.
- C. **Adjustments:** A request for price adjustment must be made in writing and submitted to the other Party prior to the yearly anniversary date of the Contract; adjustments may only be considered at that time unless otherwise specified herein. Requested adjustments must be solely for the purpose of accommodating changes in the Contractor's direct costs. Contractor shall provide an updated price listing once agreed to adjustment(s) have been approved by the parties.
- D. **Indexes:** In most cases an index from the Bureau of Labor Standards (BLS) will be utilized; however, if there is more appropriate, industry recognized standard then that index may be selected.
- i. The following definitions apply:
- (1) **Base Period:** Month and year of the original contracted price (the solicitation close date).
 - (2) **Base Price:** Initial price quoted, proposed and/or contracted per unit of measure.
 - (3) **Adjusted Price:** Base Price after it has been adjusted in accordance with the applicable index change and instructions provided.
 - (4) **Change Factor:** The multiplier utilized to adjust the Base Price to the Adjusted Price.
 - (5) **Weight %:** The percent of the Base Price subject to adjustment based on an index change.
- ii. **Adjustment-Request Review:** Each adjustment-request received will be reviewed and compared to changes in the index(es) identified below. Where applicable:
- (1) Utilize final Compilation data instead of Preliminary data
 - (2) If the referenced index is no longer available shift up to the next higher category index.
- iii. **Index Identification:** Complete table as they may apply.

Weight % or \$ of Base Price: 80%	
Database Name: Producer Price Index Industry Data	
Series ID: WPU49110101	
<input checked="checked" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Geographical Area: N/A	
Description of Series ID: Cleaning and building maintenance services	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: All	

Weight % or \$ of Base Price: 20%
Database Name: Producer Price Index Industry Data

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Series ID: WPU061	
<input checked="" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Geographical Area: N/A	
Description of Series ID: Industrial Chemicals and allies products	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: All	

Weight % or \$ of Base Price: 20%	
Database Name: Producer Price Index Industry Data	
Series ID: PCU32561-32561	
<input checked="" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Geographical Area: N/A	
Description of Series ID: Soap and cleaning compound MFG	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: All	

E. **Calculation:** Price adjustment will be calculated as follows:

Single Index: Adjust the Base Price by the same factor calculated for the index change.

Index at time of calculation
Divided by index on solicitation close date
Equals Change Factor
Multiplied by the Base Rate
Equals the Adjusted Price

15. **INTERLOCAL PURCHASING AGREEMENTS:** (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

16. **CONTRACT MANAGER:** The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Austin Water
Darrell Richmond
625 E. 10th Street, Suite 500

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Darrell.Richmond@austintexas.gov

Parks and Recreation
Patricia Jacobson
2800 Hancock Drive
Patricia.Jacobson@austintexas.gov

Austin Health
Kymberley Maddox
Kymberley.Maddox@austintexas.gov

Austin Fire
Karen Bitzer
Karen.Bitzer@austintexas.gov

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

**CITY OF AUSTIN
SCOPE OF WORK
FOR
CUSTODIAL SERVICES
RFP MDD0102**

1.0 PURPOSE

The City of Austin (COA) is seeking qualified Contractor(s) to provide custodial services for various City facilities. Qualified Contractors shall have provided custodial services similar in scope and size to the services described herein, and shall provide firm fixed cost for all services under the terms of the Contract. Any services that have been omitted which are clearly necessary or in conformance with normal custodial services shall be considered a requirement although not directly specified.

2.0 BACKGROUND

The Contractor and Contractor's staff performing services under this Contract are not considered an agent or employee of the City. Accordingly, the Contractor and Contractor's staff understand and agree that the City will not provide any benefits established for City employees such as vacation, sick leave with pay, paid days off, life, accident and health insurance, and severance pay. It is further expressly agreed and understood that the City will not withhold any sum due or payable by or on behalf of the Contractor as withholding for any law or requirement of any governmental body and that all such payments as may be required by law are the sole responsibility of the Contractor and the individual Contractor's staff.

3.0 TECHNICAL REQUIREMENTS

3.1 Contractor Requirements

The Contractor shall:

- 3.1.1 Provide all labor, tools, parts, material, and equipment, except for items furnished by the City, required to fulfill the requirements of this scope of work.
- 3.1.2 Provide a list of all cleaning materials and equipment to be used in fulfillment of this Contract for review and approval to City Contract Manager within five (5) business days of award of the Contract.
- 3.1.3 Provide within five (5) business days of award of Contract key personnel list assigned to Contract, to City Contract Manager. Key personnel list shall include staff name, cell phone number, office phone number, fax (if applicable), e-mail and best method and time to reach personnel.
- 3.1.4 Provide custodial service daily, weekly, monthly, semi-annual, annual and on an as needed basis dependent on service required; as defined below. All custodial needs are estimates and subject to change dependent upon the needs of the City.
- 3.1.5 Provide custodial services five (5) days per week (Monday through Friday)

excluding holidays for daily and weekly service class as indicated in the sections below. Monthly, semi-annual and annual custodial services shall be provided on weekends as defined in sections below.

- 3.1.6 Schedule work hours for completing daily and weekly service requirements are from 6:00 a.m. through 10:00 p.m. The Contractor shall in no way interfere with the normal work of the facility occupants. Schedule of work hours for completing monthly, semi-annual and annual service requirements are from 6:00 a.m. through 5:00 p.m. No weekends are permitted, unless otherwise agreed upon.
- 3.1.7 Furnish and maintain all equipment necessary for properly maintaining the building. The City reserves the right to inspect all equipment used to perform this Contract. Any equipment determined to be inoperable shall be replaced as soon as possible (preferably within the specified daily work hours of the same day), at the Contractor's expense.
- 3.1.8 Use only materials and equipment approved by the COA, Contract Manager. No material shall be used which will damage building finishes, including walls, wall coverings, fixtures, furnishings, floors, floor covering, toilet fixtures, woodwork, painted surfaces, laminate surfaces, plumbing, furniture, or any other items being cleaned. Where a specific product is specified, no product deviations shall be allowed without the express written permission of the City's Contract Manager. Please note, the City of Austin may approve or disapprove any product prior to, or during, the term of the Contract period. See Section 505 for partial list of specifications.
- 3.1.9 Provide custodial services for the facilities included in attachments A - D. The attachments provide an estimated square footage summary of floor covering for all facilities, the minimum number of custodial staff, schedules, and minimum equipment needed. The City may change, add, or remove facilities as necessary and at the City's discretion with five (5) business days of notice to the Contractor. The Contract Manager will provide an onsite contact list for the all new locations to Contractor.

3.1.10 Computer Room

Contractor shall perform the standard cleaning requirements with emphasis on the following precautions:

- 1. Computer Hardware should not be touched or handled.
- 2. The computer room raised floor shall be dry dusted with a treated mop.
- 3. Buckets of water or containers of liquids must not be placed on the computer room raised floor.
- 4. Care shall be taken so brooms, mops, and all cleaning supplies or equipment do not accidentally come in contact with buttons located on computer hardware.
- 5. Wires/Cables shall not be moved.

3.1.11 Service Classes

There are seven (7) classes of Custodial services that shall be performed by a day crew, an evening crew, a weekend crew and an as needed crew. The seven (7) service classes are:

1. **Daytime** - Daily custodial services; required each work day, Monday through Friday; First Shift - 6:00 a.m. to 3:00 p.m., Second Shift – 9:00 a.m. to 6:00 p.m., unless otherwise agreed upon by City Contract Manager and except City observed holidays. Daily custodial services required are listed in the sections below. The Contractor is responsible for their staff's transportation to and from COA facilities at no additional cost to the COA.
2. **Evenings** - Daily custodial services, required in the evenings from 6:00 p.m. to 10:00 p.m., Monday through Friday unless otherwise agreed upon by City Contract Manager except City observed holidays. Daily custodial services, required to be performed daily in the evening by the evening crew as listed below. Contractor is responsible for transportation of Contractor staff to and from COA facilities as needed at no additional cost to the COA.
3. **Crew Leader** - Daily custodial services require one (1) Crew Leader in the evenings from 6:00pm to 10:00pm, Monday through Friday unless otherwise agreed upon by City Contract Manager except City observed holidays. The Crew Leader shall rotate between facilities in order to ensure workloads at all facilities are addressed and equally distributed for completion by the end of each shift. The Contractor is responsible for staff's transportation to and from COA facilities as needed at no additional cost to the COA.
4. **Weekly** - Weekly custodial service, required to be performed once (1) a week by the evening custodial crew is listed below.
5. **Monthly and Quarterly** - Monthly and Quarterly custodial service required to be performed once (1) a month by a weekend custodial crew. The Contractor shall provide transportation for the Contractor's staff to and from COA facilities as needed at no additional cost to the COA. Monthly custodial service required to be performed once (1) a month by a weekend custodial crew as listed below.
6. **Semi-Annual and Annual** - Semi-Annual and Annual custodial service required to be performed twice (2) a year during the Contract period by the weekend custodial crew. Contractor to provide transportation for Contractor staff to and from AW facilities as needed at no additional cost to the COA. Semi-Annual custodial services required to be performed are listed below.
7. **As Needed** - As needed custodial service required to be performed with a minimum of seven (7) day notice from the Contract Manager. These services shall be for the future facilities, but may be requested at any facilities at any time.

4.0 CONTRACTOR/STAFF QUALIFICATIONS & SPECIAL REQUIREMENTS

The Contractor shall:

- 4.1 Employ only qualified personnel who are skilled in the performance of custodial service, and shall be direct employees of the Contractor.
- 4.2 Ensure all personnel assigned to this Contract have a minimum four (4) years' experience in custodial services industry. The COA reserves the right to review the resumes of all personnel assigned to this Contract.
- 4.3 Maintain minimum staff requirements identified in above sections to satisfactorily perform daily tasks and scheduled operations.
- 4.4 Ensure all staff assigned to this Contract has proper identification which contains both the Contractor and staff name on at all times while performing custodial services at COA facilities.
- 4.5 Ensure staff is in an identifiable uniform shirt at all times during the performance of services at all COA facilities.
- 4.6 Designate a crew leader or a designated responsible representative, in charge of work crew who shall be at the work site during all hours worked by the Contractor's personnel.
- 4.7 Designate a responsible representative in charge of work crew and work performance, who shall conduct scheduled and unscheduled site visits, and scheduled and unscheduled inspections.
- 4.8 Contact the City quarterly, to coordinate (scheduled and unscheduled) reviews, site visits, and inspections of all work performed.
- 4.9 Submit state and local criminal background record searches for all staff assigned to this Contract. The COA Contract Manager will review and approve all staff assigned to this Contract.

5.0 DAMAGES

Surfaces, fixtures, and furnishings damaged by the Contractor's staff shall be replaced or repaired by the Contractor to the satisfaction of the City at no cost to the City. The Contractor and the City must mutually agree upon the condition of surfaces, fixtures, furnishings, and other property before starting work on this Contract.

6.0 SAFETY PRECAUTIONS

Contractor shall not permit staff to place mops, brooms, machines and other equipment in walkways, halls, elevators, stairways, and any other traffic lanes or other locations in such a manner that create safety hazards. Custodial service staff shall be required not to interrupt performance of their work and, if necessary, to allow passage of traffic through corridors.

The Contractor shall display the appropriate safety signage in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety.

7.0 CITY REQUIREMENTS

The City will:

7.1 Provide the lighting, water and electricity necessary to complete the services necessary. The Contractor shall use City facilities only to perform Contractual duties.

7.2 Furnish the below listed items.

Toilet Paper	Pine Cleaner
Hand Soap	Disinfectant Cleaner
Toilet Seat Covers	Windex Cleaner
Paper Towels	Chrome Cleaner/Polish
Room Deodorizers	Sanitary napkins
Batteries for Deodorizers	Buffer Pads
HVAC Filters	Caulk
Grease for bearings	Ceiling Tiles
Light bulbs	

7.3 Provide Contractor a list of City observed holidays.

7.4 Be responsible for the review and approval of the equipment, materials, and supplies list the Contractor submits.

7.5 Reserve the right to require the Contractor to dismiss from the premises any staff whose conduct is improper, inappropriate, unsafe or offensive as determined by the City.

7.5 Reserve the right to refuse dismissed staff to return to City premises.

7.6 Reserve the right to engage other parties listed on this Contract as secondary sources or outside parties not named in this Contract for any occasions when the Contractor fails to provide the services as scheduled. The Contractor shall absorb any differences in cost if the City engages another party to respond to a call, and the Contractor shall list a credit on the next outstanding invoice.

8.0 WORK STANDARDS

8.1 Dusting

A properly dusted surface is free of all dirt and dust, dust streaks, lint, and cobwebs.

8.2 Plumbing Fixture, Restroom Stalls, and Dispenser Cleaning

Plumbing fixtures, restroom stalls, and dispensers are cleaned when free of all deposits and stains so that item is without dust streaks, film, odor, debris collection on the drain, and stain.

8.3 Sweeping

A properly swept or dust-mopped floor is free of all dirt, grit, lint, and debris, except embedded dirt and grit as determined by the City of Austin.

8.4 Cleaning and Finishing (Waxing) Floors

A satisfactorily cleaned and finished (waxed) floor is without dirt and dust, marks, film, streaks, debris & standing water.

8.5 Appearance of Floor Requiring Application of Floor Finish (Wax)

All areas requiring a floor finish shall be maintained in a manner and by methods providing for gloss-like appearance, removal of surface dirt, and shall have a uniform appearance.

8.6 Carpeted Floors

A satisfactorily vacuumed carpet or floor shall be one free of all dirt, staples, dust, grit, and lint and debris. All spots or stains shall be promptly removed by spot cleaning methods. Carpeted areas will be thoroughly vacuumed with a machine that has adequate suction to lift dirt and residue from the base of the rug nap (3.5 amps or greater). All spots will be removed immediately with an approved rug cleaning solution in such a manner as to not leave rings or discoloration. Carpet shampooing solution for such spot or stain removal will be an approved type solution that will not stain or discolor the carpet, nor produce shrinking.

Carpet Cleaning and Extraction Procedure

Bonnet procedure for removing carpet stains:

- Vacuum the carpet thoroughly to remove dirt
- Apply minimal amounts of hot water and generous amount of bonnet chemical (Pro's Choice Brush & Bonnet in Green Cleaning category or approved equal)
- Apply bonnet chemical to spotted areas with low-speed buffing machine using a 21-inch Low Profile with Green Scrub Strips Bonnet (Rubbermaid #P271 or approved equal)
- Repeat until stains are gone then begin carpet cleaning/extraction process below.

Carpet cleaning/extraction process:

- Vacuum the entire area thoroughly to remove dirt and crystallized bonnet chemicals
- Add cleaning chemical (Pro's Choice Dirt Chaser in Green Cleaning category) to carpet cleaning/extraction machine
- Run machine over the entire carpet area to be cleaned
- Empty out soiled water and refill with clean water for rinse and extraction process using Pro's Choice SCR rinse chemical: repeat extraction process until water extracted becomes clear

Carpet Protection Application process:

- Apply carpet stain protection using the Pro's Choice Protection Plus chemical
Pump type sprayer - Dilute 8 to 1 and apply 1 gallon per 200 square feet.
Injection sprayer - Set at 8 to 1 use undiluted. Total coverage will be 1800 square feet.

8.7 Glass

Glass is clean when all accessible glass surfaces are without streaks, debris, film, deposits,

and stains, and has a uniformly bright appearance and adjacent surfaces have been wiped clean.

8.8 Wastebaskets

Wastebaskets will be considered properly cleaned when they are emptied and new plastic bags are inserted in the wastebaskets. Ashtrays and urns will be considered properly cleaned when they are empty and wiped with a chemically treated or damp cloth.

8.9 Furniture and Desk Top Cleaning

Furniture, phones, calculators, computers, and desk tops will be considered properly cleaned when the surface is without dirt and dust marks, film.

9.0 CONFLICTING REQUIREMENTS

If there is any conflict between the provisions of this Scope of Work and the requirements outlined in the Specific Departmental Requirements Attachments, the provisions in the applicable Specific Departmental Requirements Attachment prevails.

The following Attachments (A-D) list department specific sites, details about those sites, and custodial requirements for each site and department. The attachments correspond with sites and services in the 0600A Cost Proposal Form.

**CUSTODIAL SERVICES FOR AW-
ATTACHMENT A SOLICITATION NO.: RFP
MDD0102**

Specific Custodial Department Requirements for Austin Water (AW)

The following is a list of sites, required services, and site descriptions for custodial services requested by AW. The information below is specific to AW facilities and the requirements needed to service those facilities. The information in this attachment corresponds to Category A on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

AW CURRENT FACILITIES & STAFF REQUIREMENTS

Waller Creek Center (I)

This location is 130,000 sq. feet with 10 floors, each floor includes two restrooms, a minimum of one breakroom with kitchenettes, and two conference rooms. There is also one large breakroom and exercise room (including 4 showers) for the building.

Minimum: 2-Daily Custodial Staff & 6-Evening Custodial Staff. Minimum Equipment: High speed buffer, low speed buffer, carpet cleaner "Xtractor", 3 carts/ mop buckets/ mop, 2 vacuums

FLOOR #	A	B	C	D	E	F	G	H
1	3/706			518	*2,041	270	1,386	
2**	12,193	-	290	-	524	-	-	-
3	11,954	-		589	96	270	594	
4	11,954			589	96	270	594	
5	9,677		2,216	75	96	270	594	
6	9,677		2,216	75	96	270	594	
7	11,831			227	96	270	594	
8	11,831			227	96	270	594	
9	11,794			264	96	270	594	
10***	1,782			284	96	270	594	10,693

**Includes elevator floor*

***2nd Floor computer room will not be serviced.*

**** 10th Floor Computer Room: The Contractor shall perform cleaning requirements with*

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

emphasis on the precautions defined in scope of work section 3.1.10 below.

Webberville Service Center (II)

This location is 33,000 sq. feet with two floors, there are three restrooms, 1 break rooms, 1 small Kitchen area, and one large conference room.

Minimum: 1- Daily Custodial Staff & 2-Evening Custodial Staff.

Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	13,284	-	-	-	-
2	-	-	-	-	-	-	19,184	-

Travis Water Treatment Plant #4 (III)

This location is 11,100 sq. feet with four restrooms and two conference rooms.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	11,100	-	-	-	-

South Austin Regional WW Treatment Plant (IV)

This location is 22,000 sq. feet with two restrooms, one large break room, and one conference room.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	22,000	-	-	-	-

Tim Louviere Service Center (V)

This location is 19,000 sq. feet with three restrooms and one break room

Minimum 1-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 2 carts, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	14,870	-	-	3,620	-

North Service Center (VI)

This location is 15,000 sq. feet with two restrooms and one kitchen area.

Minimum: 1-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	-	-	14,870	-	-

CUSTODIAL SERVICES FOR AW-ATTACHMENT A
SOLICITATION NO.: RFP MDD0102

Glen Bell Service Center (VII)

This location is 85,000 sq. feet with two floors, four restrooms (showers in two restrooms), two breakrooms with kitchenettes, two conference rooms, and a warehouse.

Minimum 1- Daily Custodial Staff & 3-Evening

Custodial Staff. Minimum equipment: 1 high speed buffer, 2 carts, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	17,735	13,290	-	-	40,540	-
2	-	-	7,605	5,290	-	-	-	-

Hornsby Bend Bio-Solid Mgmt Plant (VIII)

This location is 33,000 sq. feet with two restrooms in the admin area, one restroom in the lab area, two restrooms in the maintenance shop, one large training room, and one kitchenette.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	3,300	-	-	30,000	-	-	-	-

South First Support Service Center (IX)

This location is 35,000 sq. feet with four restrooms, two breakroom with kitchenette areas, and one lab area.

Minimum: 2-Evening Custodial Staff. Minimum equipment: 1 high speed buffer, 1 cart, 1 vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	35,000	-	-	-	-

Wildland Conservation Reicher Ranch(X)

Each location (house) has a minimum of two (2) restrooms, one (1) kitchen area, and a minimum of one (1) conference room

Group A: Bethesda House, Emmaus House, Nazareth House, Hebron House

Minimum: One (1) - Custodial Staff twice (2) a week from 8:00am to 4:00pm.

Minimum equipment: Two (2) carts, Two (2) buckets and mops

Bethesda House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,346	-	-	-

Emmaus House

FLOOR #	A	B	C	D	E	F	G	H
1	350	-	-	6,458	-	-	-	-

Nazareth House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,080	-	-	-

Hebron House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,782	-	-	-

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Group B: Annex, Bethany House, Chapel, Cana House

Minimum: One (1) - Custodial Staff once (1) a month from 8:00am to 4:00pm.

Minimum equipment: Two (2) carts, Two (2) buckets and mops

Bethany House

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	558	162	-	-	-

Annex

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	936	-	-	-	-

Chapel

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	942	-	-	-	-

Cana House

FLOOR #	A	B	C	D	E	F	G	H
1	850	-	-	50	-	-	-	-

Group C: Onion Creek House(s)

Minimum: One (1) - Custodial Staff once (1) a month from 8:00am to 4:00pm.

Minimum equipment: Two (2) carts, Two (2) buckets and mops

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	200	4,000	-	-	-

Onion Creek Side House

FLOOR #	A	B	C	D	E	F	G	H
1		-	-	-	1,200	-	-	-

Daily Custodial Service Requirements

The daily Custodial staff shall perform custodial services as listed below at all AW facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves before and after lunch period.
5. Clean and shine interior glass doors and panels throughout building.
6. Clean elevators (including garage elevator).
7. Keep lobby areas clean: to include trash removal.
8. Keep all electrical, mechanical and satellite rooms clean.

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9. Clean/vacuum rugs and carpets as needed.
10. Empty trashcans in garage and patio area.
11. Walk parking garage daily and pick up all debris.
12. Walk entire grounds to pick up debris including creek/drainage area & under garage.
13. Sweep and clean all outside entrance/exit areas daily to include loading dock area.
14. Vacuum elevator tracks to remove any debris that may disable the doors.
15. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall be furnished by Contractor unless specified below)

1. Light bulb replacement throughout facilities, parking areas and grounds as needed. AW facilities staff will supply light bulbs and tools needed to replace light bulbs.
2. Hang pictures, wipe boards, and other wall hangings as needed.
3. Set up conference and break room area tables and chairs as needed.
4. HVAC filter replacement. AW facilities HVAC Staff will supply filters.
5. Replace damaged or worn ceiling tiles as needed. AW facilities staff will supply ceiling tiles and tools needed to perform this requirement.
6. Pressure wash outdoor walkways, entries, & patio areas as needed.
7. Grounds cleaning.
8. Light caulking. AW facilities staff will supply caulk needed to perform this requirement.

For AW facilities the Contractor shall provide four (4) onsite day custodial staff from 6:00 a.m. to 6:00 p.m., Monday through. Contractor shall provide day crew services in addition to the four (4) onsite custodial staff, for those items requiring attention during the day as a result of omission from the previous night.

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all AW facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.

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5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. All drinking fountains are to be cleaned, sanitized and dry shined daily. Debris collected on the fountain drains is to be removed on a daily basis.
9. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
10. Sweep and clean all outside entrances, exit areas and garage daily.
11. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
12. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.
14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.
15. Clean all building and garage elevators. Polish elevators (interior and exterior) brass or stainless steel doors and railing with appropriate cleaners. Dust, clean, and polish elevator wood panel walls. Clean and polish elevator tracks with appropriate cleaners. Wet mop the elevator floor, spray and buff or wax to bring to a glossy appearance.
16. Dust and vacuum air conditioning registers/vents
17. Clean and dust all door and window seals.
18. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
19. Dispose of all trash in City provided outdoor dumpster.
20. Provide the Contract Manager a daily checklist of services completed.

For AW facilities an evening custodial crew of no less than seventeen (17) crew members

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plus one (1) crew leader to service facilities. Crew members shall be rotated between facilities in order to ensure workloads at all facilities are addressed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean marble walls at all facilities. Clean and polish marble floors and tiles at all facilities.
 - (c) Clean and polish all brass or stainless steel trim at all facilities.
 - (d) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Clean, polish mahogany doors, located at all suite entrances and bathroom entrances quarterly.
6. Provide the Contract Manager a monthly checklist of services completed.

For AW facilities this service must be performed by no less than four (4) crew members for Waller Creek, three (3) crew members for Glen Bell Service Center and at least two (2) crew members for all other Austin Water Utility facilities, plus one (1) crew leader.

Semi-Annual and Annual Requirements

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The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.
2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Contractor to provide a cleaning schedule for all tasks which are scheduled for performance on other than a daily basis. Schedule shall indicate date(s) when the Contractor shall accomplish tasks, scheduled worker(s) for each task and Crew lead or individual assigned as person in charge for that day.

Weekly Walk-Through Check

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Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Monthly Contractor/ Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Reicher Ranch Wildland Locations

Services for the following AW facilities shall be performed during schedule (s) listed below:

- (a) Bethesda House, Emmaus house, Nazareth House and Hebron House services shall be performed twice (2) per week (Monday – Friday) on the same day of each week. This schedule shall remain the same for these locations unless expressly changed in writing by the Contract Manager. All work shall be completed between the hours of 8:00 a.m. and 4:00 p.m. Contractor shall complete the checklist of the scheduled tasks performed and submit it to the AW Contract Manager upon completion of monthly cleaning.
- (b) Annex, Bethany House, Chapel and Cana House, services shall be performed once (1) per month on the same day and week of each month. This schedule shall remain the same for these locations unless expressly changed in writing by the Contract Manager. All work shall be completed between the hours of 8:00 a.m. and 4:00 p.m. Contractor shall complete the checklist of the scheduled tasks performed and submit it to the AW Contract Manager upon completion of monthly cleaning.
- (c) Onion Creek House(s), services shall be performed once (1) per month on the same day each month. This schedule shall remain the same for this location unless expressly changed in writing by the Contract Manager. All work shall be completed between the hours of 8:00 a.m. and 4:00 p.m. Contractor shall complete the checklist of the scheduled tasks performed and submit it to the AW Contract Manager upon completion of monthly cleaning.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the

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highest level of safety to the environment and public health at no additional cost to the City.

- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

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**CUSTODIAL SERVICES FOR PARD-
ATTACHMENT B SOLICITATION NO.: RFP
MDD0102**

**Specific Custodial Department Requirements for Parks and Recreation Department
(PARD)**

The following is a list of sites, required services, and site descriptions for custodial services requested by PARD. The information below is specific to PARD facilities and the requirements needed to service those facilities. The information in this attachment corresponds with Category B on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

PARD CURRENT FACILITIES & STAFF REQUIREMENTS

Austin Memorial Park Cemetery

This location is 1350 sf and includes one (1) restroom, two (2) small meeting rooms, and one (1) small breakroom.

Minimum: Two 2-Evening custodial staff. Minimum equipment: One (1) high speed buffer, One (1) bucket and mop, One (1) cart, One (1) vacuum

BUILDING #	A	B	C	D	E	F	G	H	I	J
1-Admin	100	-	-	-	-	-	-	-	-	1250
2-Maint	-	-	-	250	-	-	-	-	-	-

Park Ranger Zilker Caretaker Cottage

This location is 1424 sq. feet and included one (1) restroom, one (1) kitchenette, and one (1) conference room.

Minimum: One (1) Day time custodial staff twice (2) weekly between 8:00am and 10:00am

Minimum Equipment: One (1) high speed buffer, One (1) cart, One (1) vacuum, One (1) mop, One (1) mop bucket

FLOOR #	A	B	C	D	E	F	G	H	I
1	-	-	-	-	-	50	-	-	850

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Zilker Clubhouse Park Ranger Station

This location is 699 sq. feet with one (1) restroom with shower, one (1) conference room, two (2) offices and one (1) kitchen

Minimum: One (1) Day time custodial staff one (1) time a week between 8:00am and 10:00am

Minimum Equipment: One (1) high speed buffer, One (1) cart, One (1) vacuum, One (1) mop, One (1) mop bucket

FLOOR #	A	B	C	D	E	F	G	H	I
1	649	-	-	-	-	50	-	-	725

Urban Forestry Building

This location is 1424 sq. feet and included one kitchenette, and one conference room, one crew room, one admin area with 6 desks, and 5 offices, there are no restrooms.

Minimum: One (1) Day time custodial staff once (1x) weekly between 8:00am and 10:00am

Minimum Equipment: One (1) cart, One (1) vacuum, One (1) bucket and One (1) mop

FLOOR #	A	B	C	D	E	F	G	H	I
1	-	-	-	-	-	-	574	-	850

Daily Custodial Service Requirements

The daily custodial staff shall perform custodial services as listed below at all PARD facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves daily.
5. Clean and shine interior glass doors and panels throughout building.
6. Keep lobby areas clean: to include trash removal.
7. Clean/vacuum rugs and carpets as needed.
8. Empty trashcans.
9. Walk gate entrance and building entrance to pick up debris including creek/drainage area & under garage.
10. Sweep and clean all outside entrance/exit areas daily.
11. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster with the exception of the Zilker Caretaker Cottage and Zilker Clubhouse Park Ranger Station. There are no dumpsters at those two locations so trash will need to be taken offsite by contractor.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
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be furnished by Contractor unless specified below)

- There are no minor maintenance requirements for PARD facilities

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all PARD facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.
5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
9. Sweep and clean all outside entrances, exit areas daily.
10. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
11. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
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14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.
15. Dust and vacuum air conditioning registers/vents
16. Clean and dust all door and window seals.
17. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
18. Dispose of all trash in City provided outdoor dumpster.
19. Provide the Contract Manager a daily checklist of services completed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean and polish all brass or stainless steel trim at all facilities.
 - (c) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Provide the Contract Manager a monthly checklist of services completed.

Semi-Annual and Annual Requirements

The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.

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2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Weekly Walk-Through Check

Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Monthly Contractor/ Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the

CUSTODIAL SERVICES FOR PARD-ATTACHMENT B
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Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

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**CUSTODIAL SERVICES FOR APH-
ATTACHMENT C SOLICITATION NO.: RFP
MDD0102**

Specific Custodial Department Requirements for Austin Public Health (APH)

The following is a list of sites, required services, and site descriptions for custodial services requested by APH. The information below is specific to APH facilities and the requirements needed to service those facilities. The information in this attachment corresponds with Category B on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

APH CURRENT FACILITIES & STAFF REQUIREMENTS

Bastrop WIC Clinic

443 Highway 71, Bastrop 78602

This location is 1440 sf and includes two (2) restrooms, one (1) breakroom, one (1) kitchenette, and one (1) conference room.

Minimum: Sunday, Monday, Wed , Thursday and 1st and 3rd Tuesday of each month Evening custodial Staff; minor repairs and filter changes as needed.

Minimum equipment: One (1) high speed buffer, One (1) cart, bucket and mop. One (1) vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	-	-	-	1440	-	-	-	-

AK Black Community Center

928 Blackson, Austin, TX 78752

This location is 4200 sf and includes three (3) restrooms, one (1) large breakroom, one (1) kitchenette, and one (1) large conference room.

Minimum: Two (2) Evening custodial staff from 5pm-7pm.

Minimum equipment: One (1) high speed buffer, One (1) cart, bucket and mop. One (1) vacuum, One (1) forty-five (45) gallon trash can with wheels

FLOOR #	A	B	C	D	E	F	G	H
1	2940	-	-	1260	-	-	-	-

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Daily Custodial Service Requirements

The daily custodial staff shall perform custodial services as listed below at all APH facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas before and after lunch period.
3. Clean conference rooms daily and as needed.
4. Clean and disinfect break room microwaves before and after lunch period.
5. Clean and shine interior glass doors and panels throughout building.
6. Clean elevators (including garage elevator).
7. Keep lobby areas clean: to include trash removal.
8. Keep all electrical, mechanical and satellite rooms clean.
9. Clean/vacuum rugs and carpets as needed.
10. Empty trashcans in garage and patio area.
11. Walk parking garage daily and pick up all debris.
12. Walk entire grounds to pick up debris including creek/drainage area & under garage.
13. Sweep and clean all outside entrance/exit areas daily to include loading dock area.
14. Vacuum elevator tracks to remove any debris that may disable the doors.
15. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
16. Dispose of all trash in City provided outdoor dumpster.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall be furnished by Contractor unless specified below)

1. Light bulb replacement throughout facilities, parking areas and grounds as needed. APH facilities staff will supply light bulbs and tools needed to replace light bulbs.
2. Hang pictures, wipe boards, and other wall hangings as needed.
3. Set up conference and break room area tables and chairs as needed.
4. HVAC filter replacement. APH facilities HVAC Staff will supply filters.
5. Replace damaged or worn ceiling tiles as needed. APH facilities staff will supply ceiling tiles and tools needed to perform this requirement.
6. Pressure wash outdoor walkways, entries, & patio areas as needed.
7. Grounds cleaning.
8. Light caulking. APH facilities staff will supply caulk needed to perform this requirement.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all APH facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.
5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. All drinking fountains are to be cleaned, sanitized and dry shined daily. Debris collected on the fountain drains is to be removed on a daily basis.
9. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the glass entrance/exit doors, and surrounding windows on the east and west entrances.
10. Sweep and clean all outside entrances, exit areas and garage daily.
11. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
12. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.
14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

15. Clean all building and garage elevators. Polish elevators (interior and exterior) brass or stainless steel doors and railing with appropriate cleaners. Dust, clean, and polish elevator wood panel walls. Clean and polish elevator tracks with appropriate cleaners. Wet mop the elevator floor, spray and buff or wax to bring to a glossy appearance.
16. Dust and vacuum air conditioning registers/vents
17. Clean and dust all door and window seals.
18. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
19. Dispose of all trash in City provided outdoor dumpster.
20. Provide the Contract Manager a daily checklist of services completed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean marble walls at all facilities. Clean and polish marble floors and tiles at all facilities.
 - (c) Clean and polish all brass or stainless steel trim at all facilities.
 - (d) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Clean, polish mahogany doors, located at all suite entrances and bathroom entrances quarterly.
6. Provide the Contract Manager a monthly checklist of services completed.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Semi-Annual and Annual Requirements

The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.
2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Weekly Walk-Through Check

Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

CUSTODIAL SERVICES FOR APH-ATTACHMENT C
SOLICITATION NO.: RFP MDD0102

Monthly Contractor/ Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

7

**CUSTODIAL SERVICES FOR AFD-
ATTACHMENT D SOLICITATION NO.: RFP
MDD0102**

Specific Custodial Department Requirements for Austin Fire Department (AFD)

The following is a list of sites, required services, and site descriptions for custodial services requested by AFD. The information below is specific to AFD facilities and the requirements needed to service those facilities. The information in this attachment corresponds with Category B on the Cost Proposal Sheet.

Flooring indicator code for custodial work

CODE	FLOOR FINISH
A	Textured Level Loop Carpet
B	Loop Carpet
C	Cut-Pile Carpet
D	Vinyl-Composition Tile
E	Marble
F	Ceramic Tile
G	Concrete
H	Raised Tile Floor – 10 th Floor only
I	Laminate Flooring
J	Wood Flooring

AFD CURRENT FACILITIES & STAFF REQUIREMENTS

AFD Investigations (Ground floor ONLY)

This location is approximately 3000 sf with two (2) small restrooms and one (1) large restroom, one (1) breakroom and one (1) conference area.

Minimum: Two 2-Evening custodial Staff.

Minimum equipment: One (1) high speed buffer, carpet cleaner "Xtractor", One (1) cart, One (1) vacuum

FLOOR #	A	B	C	D	E	F	G	H
1	3150	-	-	1050	-	-	-	-
2	-	-	-	-	-	-	-	-

Daily Custodial Service Requirements

The daily custodial staff shall perform custodial services as listed below at all AFD facilities. Additional tasks may be added as agreed upon by the Contractor and the Contract Manager.

Custodial Services Requirements

1. Clean and disinfect all restrooms twice daily and replenish supplies.
2. Clean and disinfect all kitchens and break room areas.
3. Clean conference rooms daily.
4. Clean and disinfect break room microwaves.

CUSTODIAL SERVICES FOR AFD-ATTACHMENT D
SOLICITATION NO.: RFP MDD0102

5. Clean and shine interior glass doors and panels throughout building.
7. Keep lobby areas clean: to include trash removal.
8. Keep all electrical, mechanical and satellite rooms clean.
9. Clean/vacuum rugs and carpets as needed.
10. Provide the Contract Manager a checklist of completed Daily Services at the end of each day unless otherwise agreed upon.
11. Dispose of all trash in City provided outdoor dumpster.

Minor Maintenance Requirements (all supplies, materials, parts, and tools shall be furnished by Contractor unless specified below)

1. Light bulb replacement throughout facilities, parking areas and grounds as needed. AFD facilities staff will supply light bulbs and tools needed to replace light bulbs.
2. Hang pictures, wipe boards, and other wall hangings as needed.
3. Set up conference and break room area tables and chairs as needed.
4. HVAC filter replacement. AFD facilities HVAC Staff will supply filters.
5. Replace damaged or worn ceiling tiles as needed. AFD facilities staff to supply ceiling tiles and tools needed to perform this requirement.
6. Pressure wash outdoor walkways, entries, & patio areas as needed.
7. Grounds cleaning.
8. Light caulking. APH facilities staff will supply caulk needed to perform this requirement.

Evenings - Daily Custodial Requirements

The custodial staff shall perform the daily and evening required custodial services as listed below at all AFD facilities.

1. Clean and dust all office furniture, including desks and articles on desks, such as a calculator, computer, phone, and other office equipment. Paperwork on desks is not to be disturbed.
2. Clean and dust mop all open bay and warehouse areas.
3. Clean and dust all furniture and equipment, including magazine racks, file cabinets and shelving.
4. Dust and clean lobby area furniture and remove trash.
5. Remove all trash and waste from building for disposal to an onsite dumpster.
6. All hard-surfaced floors shall be dust-mopped daily (damp mop as needed).
7. All area rugs and/or carpeted floors shall be vacuumed daily. Spots shall be removed daily with Bonnet procedure outlined in section contained herein.
8. All drinking fountains are to be cleaned, sanitized and dry shined daily. Debris collected on the fountain drains is to be removed on a daily basis.
9. Clean all glass windows, glass walls, glass partitions, and doors, both inside and outside, on a daily basis. Daily requirements do not include the interior/exterior of exterior windows. Daily requirements do, however, include cleaning all interior glass windows/walls/partitions and doors, the

CUSTODIAL SERVICES FOR AFD-ATTACHMENT D
SOLICITATION NO.: RFP MDD0102

glass entrance/exit doors, and surrounding windows on the east and west entrances.

10. Sweep and clean all outside entrances, exit areas daily.
11. Vacuum and clean entry area rugs and mats. Soiled areas are to be cleaned with the appropriate spot-remover and/or pressure washers.
12. Restrooms and lounges:
 - (a) Clean all walls, floors, and fixtures with a disinfectant, furnished by the Contractor.
 - (b) Sinks, urinals, showers and toilets shall be cleaned and sanitized. The Contractor shall supply and use odorless disinfectants and/or products to sanitize the bathroom areas.
 - (c) Mirrors and all metal work shall be cleaned and polished daily.
 - (d) Clean and polish both interior/exterior doors.
13. Kitchens, Assembly Room, Conference Rooms, and Coffee Bars:
 - (a) Sinks shall be cleaned and sanitized.
 - (b) Formica & table tops, microwaves, refrigerators, sinks & cabinets in conference and break rooms shall be cleaned and disinfected with appropriate supplies, such as grease cleaners and disinfectants, rags, sponges, etc. Supplies shall not be the same used in the bathrooms.
14. Storage, mechanical and electrical closets and stairwells should be patrolled and kept free of trash and dust accumulation.
15. Clean all building and garage elevators. Polish elevators (interior and exterior) brass or stainless steel doors and railing with appropriate cleaners. Dust, clean, and polish elevator wood panel walls. Clean and polish elevator tracks with appropriate cleaners. Wet mop the elevator floor, spray and buff or wax to bring to a glossy appearance.
16. Dust and vacuum air conditioning registers/vents
17. Clean and dust all door and window seals.
18. Buff all hard surfaced floors daily to bring floors to a glossy appearance.
19. Dispose of all trash in City provided outdoor dumpster.
20. Provide the Contract Manager a daily checklist of services completed.

Weekly Requirements

The custodial staff shall perform the required weekly services as listed below at all facilities.

1. Wet mop all hard-surfaced floors, spray and buff or wax to bring to a glossy appearance.
2. Clean lobby and reception furniture for all lobby areas throughout the building (s) at all facilities.
3. All metal doors shall be dusted and cleaned at all facilities.
4. Provide the Contractor Manager a weekly checklist of services completed.

CUSTODIAL SERVICES FOR AFD-ATTACHMENT D
SOLICITATION NO.: RFP MDD0102

Monthly and Quarterly Requirements

The custodial staff shall perform the required monthly and quarterly custodial services listed below at all facilities.

1. Cleaning of lobby areas:
 - (a) Steam-clean all entry area rugs and mats. Mats and rugs should be completely dry before re-installation to avoid damage to floors.
 - (b) Clean marble walls at all facilities. Clean and polish marble floors and tiles at all facilities.
 - (c) Clean and polish all brass or stainless steel trim at all facilities.
 - (d) Remove all cobwebs at all facilities as needed.
2. Remove cobwebs throughout the interior and exterior of building and parking garage structures.
3. Completely sweep and wet mop all closets (storage, mechanical, electrical, etc.) and all stairways and stairway landings. Dust handrails, treads, doorways and doors. Remove all trash.
4. Dust rails and sweep and mop all stairways quarterly.
5. Clean, polish mahogany doors, located at all suite entrances and bathroom entrances quarterly.
6. Provide the Contract Manager a monthly checklist of services completed.

Semi-Annual and Annual Requirements

The custodial staff shall perform the required semi-annual and annual services listed below at all facilities.

1. Dust mini blinds semiannually.
2. Strip, wax and buff all hard surfaced floors to a lustrous appearance.
3. Detail restroom including tile scrub, detailed fixture cleaning and disinfecting.
4. Clean carpet flooring using cleaning procedure outlined in section 11.6 below.
5. Wash/clean all interior and exterior glass windows on an annual basis with a deep mineral glass cleaning the first and second year and a mineral cleaning the third year.
6. Provide the Contract Manager a checklist of Semi-Annual Services completed at the end of each semi-annual period.

As Needed Requirements

Shall include all services listed above however only as needed. These services shall be requested for the future facilities and shall be performed as needed and at a frequency to be determined.

CUSTODIAL SERVICES FOR AFD-ATTACHMENT D
SOLICITATION NO.: RFP MDD0102

Occupied Areas

Areas occupied by City employees working late shall be bypassed if requested by the City employee. Otherwise, area shall be cleaned. If area is vacated prior to cleaning personnel's departure from the building, cleaning personnel are to return and perform required cleaning tasks.

Facility Check List

A daily checklist shall be completed and submitted to the Contract Manager listing tasks completed by custodial staff and a copy provided to the Contract Manager. The Contract Manager will address any unsatisfactory work completed with the Contractor's onsite lead staff. If performance issues persist, written correspondence will be sent to the Contractor and a site visit will be required to review and correct problem areas immediately. The Contract Manager shall be the undisputed evaluator of all work performed.

Weekly Walk-Through Check

Once a week, the Contractor's Manager/Supervisor shall conduct a walk-through to check the interior space at all facilities covered by this Contract. Unsatisfactory performance shall be noted and addressed immediately by Contractor's Manager and staff assigned to this Contract.

Monthly Contractor/Contract Manager Formal Inspection

Walk thru inspections shall be conducted monthly for the first three (3) months and quarterly thereafter. The Contract Manager shall conduct a formal walk-through inspection with the Contractor. The daily check lists shall be reviewed for repeated deficiencies and if such are found, corrective action shall be required of the Contractor. Continued or repeated documented failure to correct deficiencies may result in termination of the Contract.

Parts and Equipment

- (a) Contractor shall dispose of all worn/defective parts, oils solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- (b) Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.

FACILITY SERVICES CHECKLIST

6

**COST PROPOSAL SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES **ADDENDUM 2 COST PROPOSAL SHEET****

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
CATEGORY A					
Complete pricing for line items 1-10C below to be considered for award for all locations in Category A.					
AUSTIN WATER LOCATIONS					
1	WALLER CREEK CENTER (I) 625 E. 10th St. , Austin, Texas 78701				
	Equipment: High speed buffer, low speed buffer, carpet cleaner "Xtractor", 3 carts/ mop bucks/ mop, 2 vacuums				
	CUSTODIAL SERVICES First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,853.27	\$46,239.21
	CUSTODIAL SERVICES Second shift 9:00 a.m. to 6:00 p.m.	1 EACH @12	Months	\$3,853.27	\$46,239.21
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	6 EACH @12	Months	\$9,235.27	\$110,823.21
2	WEBBERVILLE SERVICE CENTER (II) 2600 Webberville Road, Austin, Tx 78702				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,608.74	\$43,304.93
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,608.74	\$43,304.93
3	TRAVIS WATER TREATMENT PLANT #4 (III) FM 620 & Bullick Hollow , Austin, Tx 78732				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,554.74	\$42,656.93
4	SOUTH AUSTIN REGIONAL TREATMENT PLANT (IV) 1017 Fallwell Lane, Del Valle, Tx 78617				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,663.74	\$43,964.93
5	TIM LOUVIERE SERVICE CENTER (V) 6301 B. Harold Court, Austin, Tx 78721				
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	\$2,193.24	\$26,318.93
6	NORTH SERVICE CENTER (VI) West Koenig Lane, Austin, Tx 78756				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	2,248.24	\$26,978.93
					901

COST PROPOSAL SHEET

CITY OF AUSTIN

CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

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The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
7	GLEN BELL SERVICE CENTER (VII) South Industrial Dr. , Austin, Tx. 78744				3907
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,868.74	\$46,424.93
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	3 EACH @12	Months	\$5,214.24	\$62,570.93
8	HORNSBY BEND BIO-SOLID MANAGEMENT PLANT (VIII) FM 973, Austin, Tx. 78725				2210
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,773.74	\$45,284.93
9	SOUTH FIRST SUPPORT SERVICE CENTER (IX) SOUTH 1ST ST. , Austin, Tx. 78704				3616
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,793.74	\$45,524.93
10	WILDLAND CONSERVATION REICHER RANCH (X) 3621 RR 620, Austin, Tx 78738				
A	BETHESDA HOUSE , EMMAUS HOUSE, NAZARETH HOUSE, AND HEBRON HOUSE				
	Equipment: 2 carts/ mop bucks/ mops				
	CUSTODIAL SERVICES twice a week 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,936.14	\$23,233.73
B	ANNEX, BETHANY HOUSE, CHAPEL, AND CANA HOUSE				
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,325.94	\$15,911.33
C	ONION CREEK HOUSE(S) FM 967, Buda Tx				6201
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,344.94	\$16,139.33
	AW Total Cost				\$684,921.29

CATEGORY B

Complete pricing for line items 1-6 below to be considered for award for all locations in Category B.

AUSTIN FIRE LOCATIONS

1	AFD INVESTIGATIONS (GROUND FLOOR ONLY) GUADALUPE ST, Austin TX 78705				3002
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$8,524.12	\$102,289.41
	AF Total Cost				\$102,289.41

COST PROPOSAL SHEET**CITY OF AUSTIN****CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET**

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ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
AUSTIN HEALTH LOCATIONS					
2	BASTROP WIC CLINIC HIGHWAY 71, Bastrop TX 78602				443
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Sunday, Monday, Wed , Thursday and 1st and 3rd Tuesday of each month, Evening Custodial Shift 6:00 pm to 10:00 pm	1 EACH @12	Months	\$4,778.62	\$57,343.41
3	AK BLACK COMMUNITY CENTER BLACKSON, Austin TX 78752				928
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Minimum 2 Evening Custodial Staff from 5:00 pm -7:00 pm.	2 EACH @12	Months	\$4,813.12	\$57,757.41
				AH Total Cost	\$115,100.83
PARKS AND RECREATION LOCATIONS					
4	AUSTIN MEMORIAL PARK CEMETERY 2800 HANCOCK DRIVE, Austin TX 78731				
	Equipment: 1 high speed buffer, 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$8,503.49	\$102,041.91
5	PARK RANGER ZILKER CARETAKER COTTAGE ANDREW ZILKER ROAD, Austin TX 78746				2105B
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Twice a week from 8:00am to 10:00am.	1 EACH @12	Months	\$2,915.42	\$34,985.01
6	ZILKER CLUBHOUSE PARK RANGER STATION 200 ZILKER CLUBHOUSE ROAD, Austin TX 78746				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES Once a week from 8:00am to 10:00 am.	1 EACH @12	Months	\$1,788.56	\$21,462.66
7	URBAN FORESTRY BUILDING 2525 S. LAKESHORE BLVD., Austin TX 78741				
	Equipment: 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Once a week from 6:00am to noon on Fridays	1 EACH @12	Months	\$1,797.62	\$21,571.41
				PARD Total Cost	\$180,061.00
				Category B Total Cost	\$397,451.24

WEEKEND HOURLY RATE

Complete pricing for weekend hourly rate below to be considered for award.

	ITEM DESCRIPTION	QUANTITY	UNIT	RATE
1	WEEKEND HOURLY RATE	1	hourly	\$20.00

COST PROPOSAL SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

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ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
CATEGORY A					
Complete pricing for line items 1-10C below to be considered for award for all locations in Category A.					
AUSTIN WATER LOCATIONS					
1	WALLER CREEK CENTER (I) 625 E. 10th St. , Austin, Texas 78701				
	Equipment: High speed buffer, low speed buffer, carpet cleaner "Xtractor", 3 carts/ mop bucks/ mop, 2 vacuums				
	CUSTODIAL SERVICES				
	First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84
	CUSTODIAL SERVICES				
	Second shift 9:00 a.m. to 6:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	6 EACH @12	Months	\$9,469.71	\$113,636.52
2	WEBBERVILLE SERVICE CENTER (II) 2600 Webberville Road, Austin, Tx 78702				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
3	TRAVIS WATER TREATMENT PLANT #4 (III) 620 & Bullick Hollow , Austin, Tx 78732				FM
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
4	SOUTH AUSTIN REGIONAL TREATMENT PLANT (IV) 1017 Fallwell Lane, Del Valle, Tx 78617				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
5	TIM LOUVIERE SERVICE CENTER (V) B. Harold Court, Austin, Tx 78721				6301
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	\$1,578.29	\$18,939.48
6	NORTH SERVICE CENTER (VI) West Koenig Lane, Austin, Tx 78756				901
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	1 EACH @12	Months	1,578.29	18,939.48
7	GLEN BELL SERVICE CENTER (VII) South Industrial Dr. , Austin, Tx. 78744				3907
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES				
	First shift 6:00 a.m. to 3:00 p.m.	1 EACH @12	Months	\$3,156.57	\$37,878.84

COST PROPOSAL SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	3 EACH @12	Months	\$4,734.86	\$56,818.32
8	HORNSBY BEND BIO-SOLID MANAGEMENT PLANT (VIII) FM 973, Austin, Tx. 78725				2210
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
9	SOUTH FIRST SUPPORT SERVICE CENTER (IX) SOUTH 1ST ST. , Austin, Tx. 78704				3616
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
10	WILDLAND CONSERVATION REICHER RANCH (X) 3621 RR 620, Austin, Tx 78738				
A	BETHESDA HOUSE , EMMAUS HOUSE, NAZARETH HOUSE, AND HEBRON HOUSE				
	Equipment: 2 carts/ mop bucks/ mops				
	CUSTODIAL SERVICES twice a week 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$1,262.63	\$15,151.56
B	ANNEX, BETHANY HOUSE, CHAPEL, AND CANA HOUSE				
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$157.83	\$1,893.96
C	ONION CREEK HOUSE(S) FM 967, Buda Tx				6201
	CUSTODIAL SERVICES once per month 8:00 a.m. to 4:00 p.m.	1 EACH @12	Months	\$157.83	\$1,893.96
AW Total Cost					\$568,182.84

CATEGORY B

Complete pricing for line items 1-6 below to be considered for award for all locations in Category B.

AUSTIN FIRE LOCATIONS

1	AFD INVESTIGATIONS (GROUND FLOOR ONLY) GUADALUPE ST, Austin TX 78705				3002
	Equipment: 1 high speed buffer, 2 carts, 1 vacuum				
	CUSTODIAL SERVICES Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
AF Total Cost					\$37,878.84

AUSTIN HEALTH LOCATIONS

2	BASTROP WIC CLINIC HIGHWAY 71, Bastrop TX 78602				443
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES Sunday, Monday, Wed , Thursday and 1st and 3rd Tuesday of each month, Evening Custodial Shift 6:00 pm to 10:00 pm	1 EACH @12	Months	\$1,420.46	\$17,045.52

COST PROPOSAL SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES ADDENDUM 2 COST PROPOSAL SHEET

INSTRUCTIONS: Provide pricing for the items identified below. An amount of '0' (zero) will be interpreted by the City as a no-charge (free) item and the City will not expect to pay for that item. A 'no bid' or information left blank will be interpreted by the City that the Offeror does not wish to propose on that line item.

Offerors shall propose pricing on all line items within an indicated Category to be considered for award of that Category. Offerors may propose on one single Category or both Categories.

NOTE: The City reserves the right to make multiple awards by categories, locations, service offerings, or any combination deemed most advantageous to the City.

The quantities listed below are estimates and not guarantees of actual service. The City reserves the right to add or delete departments and/or locations on any contract awarded as a result of this solicitation; each Department Contract Manager (DCM) will work with the Contractor to finalize work schedules and specific pricing after contract award.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	MONTHLY UNIT COST	EXTENDED COST
3	AK BLACK COMMUNITY CENTER BLACKSON, Austin TX 78752				928
	Equipment: 1 high speed buffer, 1 cart, bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES				
	Minimum 2 Evening Custodial Staff from 5:00 pm -7:00 pm.	2 EACH @12	Months	\$1,578.29	\$18,939.48
				AH Total Cost	\$35,985.00

PARKS AND RECREATION LOCATIONS

4	AUSTIN MEMORIAL PARK CEMETERY HANCOCK DRIVE, Austin TX 78731				2800
	Equipment: 1 high speed buffer, 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES				
	Evening shift 6:00 p.m. to 10:00 p.m.	2 EACH @12	Months	\$3,156.57	\$37,878.84
5	PARK RANGER ZILKER CARETAKER COTTAGE ANDREW ZILKER ROAD, Austin TX 78746				2105B
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Twice a week from 8:00am to 10:00am.	1 EACH @12	Months	\$315.66	\$3,787.92
6	ZILKER CLUBHOUSE PARK RANGER STATION 200 ZILKER CLUBHOUSE ROAD, Austin TX 78746				
	Equipment: 1 high speed buffer, 1 cart, 1 vacuum				
	CUSTODIAL SERVICES				
	Once a week from 8:00am to 10:00 am.	1 EACH @12	Months	\$157.83	\$1,893.96
7	URBAN FORESTRY BUILDING 2525 S. LAKESHORE BLVD., Austin TX 78741				
	Equipment: 1 cart, 1 bucket and mop, 1 vacuum				
	CUSTODIAL SERVICES				
	Once a week from 6:00am to noon on Fridays	1 EACH @12	Months	\$157.83	\$1,893.96
				PARD Total Cost	\$45,454.68

Category B Total Cost	\$119,318.52
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WEEKEND HOURLY RATE

Complete pricing for weekend hourly rate below to be considered for award.

	ITEM DESCRIPTION	QUANTITY	UNIT	RATE
1	WEEKEND HOURLY RATE	1	hourly	\$22.50

**COST BREAKDOWN SHEET
CITY OF AUSTIN
CUSTODIAL SERVICES**

	Title	Base Hourly	FICA &	Overhead &	Total Cost
		Rate	Benefits	Costs	
	Day Porter	\$13.50	\$2.20	\$1.10	\$16.80
	Night Crew Cleaner	\$13.50	\$2.20	\$1.10	\$16.80
	Night Team Leader	\$14.35	\$2.27	\$1.10	\$17.72
	Night Supervisor	\$14.35	\$2.27	\$1.10	\$17.72
	Janitorial Floor Technician	\$15.00	\$2.33	\$1.10	\$18.43
	Operations Manager	\$15.00	\$2.33	\$1.10	\$18.43
	Customer Service Representative	\$15.00	\$2.33	\$1.10	\$18.43
	Sr. Janitorial Operations Manager	\$28.00	\$3.45	\$1.10	\$32.55

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	American Facility Services, Inc.	
Physical Address	5555 N. Lamar Blvd., Suite J113, Austin, TX 78571	
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

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NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	UCS	
Physical Address	1834 Ferguson Ln., Ste. 1000, Austin, TX 78754	
Is your headquarters located in the Corporate City Limits? (circle one)	<input checked="" type="radio"/> Yes	<input type="radio"/> No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?	<input type="radio"/> Yes	<input type="radio"/> No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	<input checked="" type="radio"/> Yes	<input type="radio"/> No

SUBCONTRACTOR(S): N/A

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	<input type="radio"/> Yes	<input type="radio"/> No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	<input type="radio"/> Yes	<input type="radio"/> No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

City of Austin, Texas
NON-DISCRIMINATION AND NON-RETALIATION CERTIFICATION

City of Austin, Texas

Equal Employment/Fair Housing Office

To: City of Austin, Texas,

I hereby certify that our firm complies with the Code of the City of Austin, Section 5-4-2 as reiterated below, and agrees:

- (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter, including affirmative action relative to employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rate of pay or other forms of compensation, and selection for training or any other terms, conditions or privileges of employment.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Equal Employment/Fair Housing Office setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with City and the Equal Employment/Fair Housing Office in connection with any investigation or conciliation effort of the Equal Employment/Fair Housing Office to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require of all subcontractors having 15 or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with the City subject to the terms of this chapter that they do not engage in any discriminatory employment practice as defined in this chapter

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Non-Discrimination and Non-Retaliation Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination and Non-Retaliation in Employment Policy

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion,

recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

The Contractor agrees to prohibit retaliation, discharge or otherwise discrimination against any employee or applicant for employment who has inquired about, discussed or disclosed their compensation.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination and non-retaliation employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE THE CITY A COPY OF THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICIES ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION AND NON-RETALIATION POLICIES, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION AND NON-RETALIATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 and the City's Non-Retaliation Policy may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4 and the Non-Retaliation Policy.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination and Non-Retaliation Certificate of the Contractor's separate conforming policy, which the Contractor has executed and filed with the City, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payment, the Contractor's Non-Discrimination and Non-Retaliation Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 26th day of January, 2018

CONTRACTOR
Authorized
Signature

American Facility Services, Inc.



Title

Vice President

City of Austin, Texas
NON-DISCRIMINATION AND NON-RETALIATION CERTIFICATION

City of Austin, Texas
Equal Employment/Fair Housing Office

To: City of Austin, Texas,

I hereby certify that our firm complies with the Code of the City of Austin, Section 5-4-2 as reiterated below, and agrees:

- (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter, including affirmative action relative to employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rate of pay or other forms of compensation, and selection for training or any other terms, conditions or privileges of employment.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Equal Employment/Fair Housing Office setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with City and the Equal Employment/Fair Housing Office in connection with any investigation or conciliation effort of the Equal Employment/Fair Housing Office to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require of all subcontractors having 15 or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with the City subject to the terms of this chapter that they do not engage in any discriminatory employment practice as defined in this chapter

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Non-Discrimination and Non-Retaliation Policy set forth below.

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Minimum Standard Non-Discrimination and Non-Retaliation in Employment Policy

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The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion,

recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

The Contractor agrees to prohibit retaliation, discharge or otherwise discrimination against any employee or applicant for employment who has inquired about, discussed or disclosed their compensation.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination and non-retaliation employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE THE CITY A COPY OF THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICIES ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION AND NON-RETALIATION POLICIES, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION AND NON-RETALIATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 and the City's Non-Retaliation Policy may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4 and the Non-Retaliation Policy.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination and Non-Retaliation Certificate of the Contractor's separate conforming policy, which the Contractor has executed and filed with the City, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payment, the Contractor's Non-Discrimination and Non-Retaliation Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 30th day of Jan, 2018

CONTRACTOR
Authorized
Signature

UCS
B

Title

Benjamin Webb

President

Section 0815: Living Wages Contractor Certification

Company Name American Facility Services, Inc.

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than \$13.50 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than \$13.50 per hour.

Employee Name	Employee Job Title
To be determined upon notice of award.	

USE ADDITIONAL PAGES AS NECESSARY

- (1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than \$13.50 per hour.
- (2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0815: Living Wages Contractor Certification

Company Name UCS

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than \$13.50 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than \$13.50 per hour.

Employee Name	Employee Job Title
Max Rhorer	Division Manager
Jorge Carcamo	Sr. Janitorial Ops Mgr
JR Rodriguez	Business Development
Ben Wells	President
Edgar Carcamo	Janitorial Operations
Vivian Gonzalez	CSR

USE ADDITIONAL PAGES AS NECESSARY

- (1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than \$13.50 per hour.
- (2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0835: Non-Resident Bidder Provisions

Company Name American Facility Services, Inc.

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: non-resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: no Which State: Georgia

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: _____

Section 0835: Non-Resident Bidder Provisions

Company Name UCS

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
- (2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: _____ Which State: _____

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: _____

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)
PROCUREMENT PROGRAM
Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form**

SOLICITATION NUMBER: MDD0102

SOLICITATION TITLE: Custodial Services

In accordance with the City of Austin's Minority and Women-Owned Business Enterprises (M/WBE) Procurement Program (Program), Chapters 2-9A/B/C/D of the City Code and M/WBE Program Rules, this Solicitation was reviewed by the Small and Minority Business Resources Department (SMBR) to determine if M/WBE Subcontractor/Sub-Consultant ("Subcontractor") Goals could be applied. Due to insufficient subcontracting/subconsultant opportunities and/or insufficient availability of M/WBE certified firms, SMBR has assigned no subcontracting goals for this Solicitation. However, Offerors who choose to use Subcontractors must comply with the City's M/WBE Procurement Program as described below. Additionally, if the Contractor seeks to add Subcontractors after the Contract is awarded, the Program requirements shall apply to any Contract(s) resulting from this Solicitation.

Instructions:

- a.) Offerors who do not intend to use Subcontractors shall check the "NO" box and follow the corresponding instructions.
b.) Offerors who intend to use Subcontractors shall check the applicable "YES" box and follow the instructions. **Offers that do not include the following required documents shall be deemed non-compliant or nonresponsive as applicable, and the Offeror's submission may not be considered for award.**

☒ **NO, I DO NOT intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do not intend to use Subcontractors shall complete and sign this form below (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form) and include it with their sealed Offer.

☐ **YES, I DO intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do intend to use Subcontractors shall complete and sign this form below (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form), and follow the additional Instructions in the (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Plan). Contact SMBR if there are any questions about submitting these forms.

Offeror Information			
Company Name	American Facility Services, Inc.		
City Vendor ID Code			
Physical Address	1325 Union Hill Industrial Court, Suite A		
City, State Zip	Alpharetta, GA 30004		
Phone Number	770-740-1613	Email Address	anugent@amfacility.com
Is the Offeror City of Austin M/WBE certified?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES Indicate one: <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture		

Offeror Certification: I understand that even though SMBR did not assign subcontract goals to this Solicitation, I will comply with the City's M/WBE Procurement Program if I intend to include Subcontractors in my Offer. I further agree that this completed **Subcontracting/Sub-Consulting Utilization Form**, and if applicable my completed **Subcontracting/Sub-Consulting Utilization Plan**, shall become a part of any Contract I may be awarded as the result of this Solicitation. Further, if I am awarded a Contract and I am not using Subcontractor(s) but later intend to add Subcontractor(s), before the Subcontractor(s) is hired or begins work, I will comply with the City's M/WBE Procurement Program and submit the **Request For Change** form to add any Subcontractor(s) to the Project Manager or the Contract Manager for prior authorization by the City and perform Good Faith Efforts (GFE), if applicable. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form.

Harold Angel, Vice President

 5/12/2017

Name and Title of Authorized Representative (Print or Type)

Signature/Date

MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)

PROCUREMENT PROGRAM

Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form

SOLICITATION NUMBER: MDD0102

SOLICITATION TITLE: Custodial Services

In accordance with the City of Austin's Minority and Women-Owned Business Enterprises (M/WBE) Procurement Program (Program), Chapters 2-9A/B/C/D of the City Code and M/WBE Program Rules, this Solicitation was reviewed by the Small and Minority Business Resources Department (SMBR) to determine if M/WBE Subcontractor/Sub-Consultant ("Subcontractor") Goals could be applied. Due to insufficient subcontracting/subconsultant opportunities and/or insufficient availability of M/WBE certified firms, SMBR has assigned no subcontracting goals for this Solicitation. However, Offerors who choose to use Subcontractors must comply with the City's M/WBE Procurement Program as described below. Additionally, if the Contractor seeks to add Subcontractors after the Contract is awarded, the Program requirements shall apply to any Contract(s) resulting from this Solicitation.

Instructions:

- a.) Offerors who do not intend to use Subcontractors shall check the "NO" box and follow the corresponding instructions.
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☒ **NO, I DO NOT intend to use Subcontractors/Sub-consultants.**

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☐ **YES, I DO intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do intend to use Subcontractors shall complete and sign this form below (*Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form*), and follow the additional Instructions in the (*Subcontracting/Sub-Consulting ("Subcontractor") Utilization Plan*). Contact SMBR if there are any questions about submitting these forms.

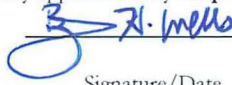
Offeror Information			
Company Name	UCS		
City Vendor ID Code	UNI8315692		
Physical Address	1834 Ferguson Ln., Ste. 1000		
City, State Zip	Austin, TX 78754		
Phone Number	512-385-6600	Email Address	bwells@ucscompanies.com
Is the Offeror City of Austin M/WBE certified?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES Indicate one: <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture		

Offeror Certification: I understand that even though SMBR did not assign subcontract goals to this Solicitation, I will comply with the City's M/WBE Procurement Program if I intend to include Subcontractors in my Offer. I further agree that this completed **Subcontracting/Sub-Consulting Utilization Form**, and if applicable my completed **Subcontracting/Sub-Consulting Utilization Plan**, shall become a part of any Contract I may be awarded as the result of this Solicitation. Further, if I am awarded a Contract and I am not using Subcontractor(s) but later intend to add Subcontractor(s), before the Subcontractor(s) is hired or begins work, I will comply with the City's M/WBE Procurement Program and submit the **Request For Change** form to add any Subcontractor(s) to the Project Manager or the Contract Manager for prior authorization by the City and perform Good Faith Efforts (GFE), if applicable. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form.

Benjamin H. Wells, President

Name and Title of Authorized Representative (Print or Type)

Signature/Date

 5/16/17



5. WORK PLANS

In order to facilitate a seamless transition from the former janitorial service provider to AFS, we will utilize the following Management Transition Plan, which helps to ensure all aspects of the contract requirements are being managed efficiently and effectively from the beginning of the contract term. AFS also utilizes a detailed Schedule of Tasks and comprehensive Quality Control Plan to ensure all work is completed on time and to the highest standards.

American Facility Services will provide an orientation session for all current and new service workers and supervisors to introduce them to our company and excite them about joining the American Facility Services team. Following this orientation session, and within the first two weeks after the contract start date, all employees will be given cleaning procedure classes, safety training and hazardous waste training. The Contract Manager will prepare the cleaning schedules for tasks outside the daily requirements. Log forms and inspection forms will be reviewed with the supervisors and cleaning crew and implemented for use.

All employees will have a job designation and work description will encompass all tasks within the scope of work. Every cleaner will understand the scope of work and will understand their daily duties will change in order to fully and completely clean the building. This will also include project and weekly work. Any absenteeism or time off will be covered by our floater staff. Our Floor Techs as well as our staff will have like-new or brand new equipment to start the contract. The floor staff will have working knowledge of all facilities and also have a complete understanding of the scope of work. All floor burnishing, restroom scrubbing and any carpet cleaning will proactively be scheduled so the Contract Manager as well as each site representative will know when that work has been scheduled.

IMPLEMENTATION PLAN

Week 1 following Notice of Award: (Days 1-5)

- Review contract documents
- Request insurance certificates
- Project Principal meets with Contracting Officer and supporting staff
- Perform site surveys with management, staff and customer to provide overall planning and coordination for the implementation
- Obtain recommendations for hiring existing custodial personnel
- Begin personnel selection for additional staffing needs
- Assessment of office space and janitorial closets provided by client
- Administrative staff is available to provide all needed technical assistance, payroll, Human Resources, purchasing and contract administration

Week 2: (Days 8-12)

- Begin processing employment applications
- Identify remaining personnel needs and start recruiting and processing
- Review equipment and supply needs
- Submit detailed list of equipment and chemicals for approval
- Review uniforms needs and requirements and proceed with procurement
- Procure communication devices, equipment and chemicals not currently on hand

**Week 3: (Days 15-20)**

- Run background checks and E-Verify reports
- Finalize employee hiring
- Establish and confirm delivery dates & location for delivery of equipment & chemicals
- Detail the back-up plan, contingency plans, inspection reports
- Establish janitorial tasks schedules for each building
- Review security and key control requirements
- Training for new crew members and supervisors by management and suppliers
- Confirm equipment & supply delivery
- Supply MSDS sheets in binder of all approved chemicals and ensure all manuals applicable to the effort are available when needed.
- Ensure that all prerequisites have been fulfilled before the implementation date

Week 4: (Days 22-26)

- Re-inspect facilities with management & supervisor
- Pre- service conference with client's management and AFS management
- Review billing and invoicing requirements
- **Begin services**
- Training, supervision and daily inspections to ensure compliance with task list
- Ensure staff is working as a team and supervisors are supported to provide the necessary leadership

Week 5: (Days 29-33)

- Re-inspect facilities with management & supervisor
- Meetings with client's management and AFS to go over any issues
- Management will continue training sessions and task inspections to ensure compliance
- Management and supervisors ensure equipment is performing as required
- Management and supervisors ensure compliance with proper chemicals use

Week 6: (Days 36-40)

- Re-inspect facilities with management & supervisor
- Communicate with client's management to ensure all service goals are met
- Monitor staff levels and compliance with duties, tasks and techniques
- Ensure logs and checklists are adequate and serve the staff as designed
- Provide additional training to staff that are out of compliance and make changes if necessary

Weeks 7 and 8: (Days 43-54)

- Project inspections continue on a random basis
- Monitor staff levels and compliance with duties, tasks and techniques
- Ensure logs and checklists are adequate and serve the staff as designed
- Provide additional training to staff that are out of compliance and make changes if necessary
- Project Manager verifies that client is satisfied with services

WORK SCHEDULE

A sample comprehensive work schedule can be found on the following page.

[illegible]



STAFFING PLAN

Immediately upon notification of contract award, AFS will fill all positions required. AFS will make every effort to retain the current staff, as long as they continue to meet our qualifications. All personnel must have at least two years' experience in the janitorial field; be able to communicate in writing and orally in English language; be a U.S. Citizen or possess an Alien registration receipt card form 1051 and be legally able to work in the United States. E-verify confirmation of the documentation presented by an applicant is performed, as well as personal and previous employment reference checks. After all the above is verified to our satisfaction, all new hires undergo a background check including fingerprinting. Any additional checks required by our clients will be conducted with results available if required.

The Site Supervisors (Leads) will have working knowledge of the facilities and work closely with your facilities management team. The Site Supervisors will have at least three years of experience in the janitorial industry. Through our extensive Quality Control Plan, we can assure our clients that their facilities are going to be cleaned to the highest standards. AFS requires all of its Site Supervisors to provide inspection reports to the Project Manager. These inspections can be forwarded to the Facilities Manager as well for review.

The SS will be on call 24/7 and will carry a smart phone in order to receive calls and e-mails. The SS will give guidance, instruction, and training to the supervisors, general cleaners, and oversee the completion of the work assignments in a quality and timely manner. The SS will monitor the efforts of the crew throughout the day and provide assistance where needed. As areas are completed it will be the Site Supervisors' main task to check the work and bring deficiencies to the crews' attention for immediate corrective action.

The General Cleaners will perform all general facility and restroom cleaning functions using cleaning industry best methods during the process. AFS will hire cleaners with at least two years' experience from the local employment pool to supplement our crews. All employees will have a job description with daily as well as periodic tasks. All periodic tasks will complement those tasks on the scope of work to ensure completion. All periodic floor and carpet tasks will be scheduled, completed and inspected by the SS.

BACKUP PERSONNEL

AFS will create a project specific file of local backup personnel (referred to as "floaters"). These additional resources will be maintained in our management office and will allow us to swiftly respond to personnel requirements. Qualifications of floaters will be at least equal to those requirements outlined above. All floaters will go through our intense hiring and training procedures.



EMPLOYEE RETENTION

AFS compensates hourly employees on a pay scale that rates above industry standard wages for janitorial skill levels. We offer paid holidays (6/year) to all full-time employees. Employees are eligible for holiday pay after they have completed ninety (90) days of consecutive employment. AFS also offers paid vacations to all full-time employees. Employees are eligible for one week (5 days, or 40 hours) of paid vacation time after each full year (12 consecutive months) of employment has been completed.

American Facility Services will offer insurance to full-time employees following the sixty day probationary period of employment.

BENEFITS SUMMARY

Coverage	Available to Full-Time Employees?	Premiums Partially Paid by AFS?
Medical	Yes	Yes
Dental	Yes	No
Vision	Yes	No
Life Insurance	Yes	Yes

Employee Incentives

American Facility Services is a company that promotes from within. Management teams review personnel during their employment to look for qualities that AFS finds important in management personnel:

- Good work ethic – absentee rate vs. time at job site
- Ability to work as part of a team.
- Ability to see assignments through to completion
- Ability to lead other employees. (Does this person appear to be trusted by others? Do they work well inside their team? Do the other members of the team listen?)
- Ability to make viable suggestions in an effort to save time and cut costs while still providing quality service
- Recommendations by other employees on site, and/or management staff

At AFS, our 24 years of success in providing high quality services is a direct result of our management expertise. We understand that highly motivated employees produce superior results for our clients and we have developed methods to ensure that the goal for each and every employee is to provide our customers with the highest quality cleaning level possible. Our Site Supervisors and Contract Managers are continually evaluating employee performance – rewarding good performance and retraining and correcting where necessary. Our **low turnover rate of less than 8%** over the last three years is an indicator of the strength of our employee retention programs.



TRAINING

Over the years, American Facility Services, Inc. (AFS) has developed proven and standardized training methods to let employees know exactly what is expected at each job and within each task. We have found that when shortcomings occur, inadequate training is usually the cause. That's why training plays such an important role in our contract management system. We take considerable pride in ensuring that only a properly trained cleaning staff is involved in the maintenance of your property.

In new contract jobs where our client's existing service workers are retained, AFS will provide an orientation session to introduce them to our company and excite them about joining the AFS team.

Orientation: A new employee is welcomed to the company through our orientation program. We recognize that the first two weeks on the job create a powerful and lasting impression, and orientation training is designed to teach basic cleaning techniques and to show new workers the meaning of teamwork.

In addition to hands-on training, all employees are required to pass the following courses given online by Betco University. We have found that their training program incorporates all of the most important features necessary to ensure that the proper techniques are taught which results in superior cleaning. Each employee is also given a set of written rules and specific information on their job assignments.

Required Training

- Basic Cleaning Techniques
- Restroom Sanitation
- Dilution Control
- Tools and Equipment
- HAZCOM
- OSHA Blood Borne Pathogens
- Worker Safety
- Disinfection Basics
- Infection Control Basics

Additionally, we will train the employees on site-specific tasks, such as securing the facility at night and proper use of any security systems. At the beginning of each six-month period, AFS's management team will perform additional assessments of the work being performed to determine if additional training is needed.

Advanced Techniques: Following our initial training efforts, AFS will incorporate additional training techniques into our daily working environment. These will include:

- **Simulation Training:** Under this program, AFS duplicates exactly the cleaning situation – either on an actual job site or in a simulation room. Such simulations are conducted at times other than specified cleaning hours.

- **Classroom Training:** Conducted by a Contract Manager, shift manager, supervisor, or corporate officer, AFS training classes include slide presentations, videotapes, and other professional training aids. Special presentations are tailored to demonstrate special needs – such as clean room environments, medical areas, and electronic manufacturing plants.
- **Job Rotation:** To ensure that service workers develop a broader array of skills than those required merely to execute their assigned tasks, AFS has created a series of planned job rotations. Under this program, employees will become proficient in many areas, making AFS's overall service more flexible to the special or changing needs of clients and more valuable, too.
- **On-The-Job Coaching:** This is a form of continuing apprenticeship for workers who have already achieved all the basic skills necessary to fulfill their job assignments. Such coaching constitutes continuing education designed to raise skills above the basic levels and to improve worker productivity.

Additional Training Topics

Powered Equipment
Resilient Floor Care
Slip and Fall Prevention
Carpet Care
Patient Room Disinfection
Educational Facility Disinfection
Wood Floor Care
Basic Chemistry Knowledge
Sustainable Cleaning
ISSA CIMS Certification





QUALITY CONTROL PLAN

AFS is committed to controlling quality at every level of functional and administrative activity, across the project lines. Our Quality Control Plan (QCP) for the referenced solicitation will be custom-designed to promote and maintain superior contract performance. It will combine traditional, inspection-oriented processes with progressive, education and training-oriented protocols to form a Total Quality Management (TQM) package that will meet or exceed all contract requirements. Along with our processes and training programs that show our accountability to the quality of our services, we guarantee the satisfaction of our customers.

For this project, our primary TQM objectives will be to ensure that on a regular and routine basis, all services are performed:

- On schedule and to the complete satisfaction of our client
- In a manner that continually improves the quality and timeliness of services.

The overriding objective of TQM is Continuous Process Improvement (CPI). The key to CPI is a carefully planned, rigorously enforced inspection program, carried-out by qualified and motivated team leaders at every functional level of program activity. The result of CPI is enhanced productivity, improved performance, and exceptional customer relations. The following sections provide a snapshot look at the policies and procedures we will implement.

General

By definition, Quality Control is the formal and informal process of inspections, deficiency reports, and corrective action cycles used to quantitatively, systematically, and accurately verify the quality and timeliness of services provided to our customers by AFS contract personnel. Our traditional quality control directives combine self-inspection by motivated, qualified Site Supervisors with random, informal observations and scheduled, formal inspections by an independent Quality Control program faction. In this way, we reaffirm the responsibility of supervision to provide quality services while validating those services through separate and independent channels.

Key Personnel

Our Contract Manager and Site Supervisors will head our Quality Control Program. They will report directly to our Director of Operations, Mr. Harold Angel, while maintaining a "dotted line" relationship with our customers. This ensures quality control integrity while maintaining a daily dialog between managers. The Contract Manager will make frequent visits to the project to ensure that the QC Program is being executed properly and that the Site Supervisor is receiving all required corporate support.

Each manager and crew leader supports the Contract Manager. They act as supplemental inspectors for recurring work and work orders. They also conduct and participate in preparedness drills for safety and security. All levels of supervisory leadership participate actively in the TQM process.



Inspection System

AFS will employ two specific methods for identifying and correcting deficiencies:

1. Quality Control Inspections
2. Quality Assurance Audits

Quality control inspections are examinations and observations performed by management and supervisory personnel to determine completeness of work and conformance to established standards. Inspections may be formal (using inspection checklists) or informal (consisting of professional observations). Whereas QC inspections examine work, QA audits examine work processes and supporting documentation. Quality Assurance audits entail extensive reviews of logs, reports, checklists, methods and procedures, performed at specific intervals by our Site Supervisor. Of the two methods discussed above, by far the more prevalent is inspections.

Our Site Supervisor will implement and oversee the day-to-day operations of our inspection program. Our inspection program is designed to:

- Detect and correct minor deficiencies;
- Establish protocol for reporting, documenting, and tracking discrepancies; and
- Provide training and education to prevent reoccurrence.

The specific types of inspections AFS will employ on the project include:

- **100% Inspection:** This method ensures that all program activities during a pre-determined performance period are evaluated for completeness, timeliness, and quality. Our Contract Manager will perform 100% inspections not less than four times each contract year, nor less than once each quarter. CO-approved checklists will be employed. Results will be documented and maintained in the QC file at the Work Control Office. In addition, our Contract Manager will perform a 100% inspection of all work tasks that affect personnel safety or property security.
- **Random Sampling:** Random sampling is used when the work being checked is repetitive and sufficiently voluminous to make 100% inspection impractical or unaffordable. Recurring work, such as daily cleaning, will be inspected on a random basis.
- **Periodic Inspections:** In-process inspections of all tasks occur on a continuous basis by the Site Supervisor. Checklists are used to identify what to look for during the inspection and to provide a method for determining whether the work in-progress is acceptable or unacceptable. Determination is based on the number of checklist items that do or do not meet stated standards.
- **Corrective Action Inspection:** All corrected deficiencies are inspected by the Site Supervisor to ensure conformance with program standards. The Contract Manager reviews all inspection records and deficiency reports.



Inspection Frequencies

Quality inspections are conducted at various frequencies, depending on the facility or system to be inspected. Based upon the specific requirement, our quality inspectors perform scheduled, unscheduled and random visits to work sites. During these visits, each aspect of the system, equipment or facility is subject to detailed observation to determine operability, adherence to required maintenance frequencies, safety procedures utilized, and adherence to specifications. Inspection frequencies range from daily observation performed by lead personnel and management to quarterly inspections by the corporate office. A series of checklists that breakdown each basic function being performed in relation to its component requirements are used in the evaluation process. Quality inspections are conducted on all prime contract work as well as on in-coming materials and equipment.

During phase-in, our Contract Manager will finalize formal (scheduled) QC inspection frequencies for all required tasks and functions. Once done, all inspections will be included in our Annual Work Plan and Master Schedule of activities.

Inspection Checklists

QC Inspection Checklists are worksheets used for evaluating procedures and assessing quality and timeliness of service. Our Contract Manager, when conducting formal inspections of both work-in-progress and completed tasks uses them. Checklists are specifically tailored to the particular task or service being performed. Checklists are designed to:

1. Identify step-by-step procedures that make up a specific task;
2. Provide evaluation criteria;
3. Document deficiencies and corrective action; and
4. Provide an official record for AFS and our customer.

Detailed, site-specific QC checklists will be finalized during phase-in and submitted for approval prior to contract start.

Reports and Record Keeping

Our Quality Control program uses a variety of forms and inspection procedures. They are designed to assist Site Supervisors when assigning duties, supervising workers, and conducting inspections of work, both in-progress, and completed. We combine these formal methods with consideration to any and all customer comments on responsiveness and performance. We have found that a combination of proactive attention to detail, adherence to the principals of Total Quality Management, and swift decisive response to customer feedback is key to providing high quality services.

Any person involved in the evaluation of an activity may generate QC records. All periodic and regularly scheduled inspections require the use of a checklist which, when completed, becomes a QC record. Records are clearly identified to permit tracking. For example, records of inspection indicate the inspection procedure used, the performance date, which performed the inspection, area/section inspected and the results of the inspection.



The primary report associated with the QC Program is our Quality Control Deficiency Report (See Figure 1). All work not conforming to project standards is considered a deficiency. The Site Supervisor files a Quality Control Deficiency Report. In addition, the Contract Manager may, at his discretion, recommend further action to ensure against reoccurrence.

Such recommendations might include additional training, procedural changes, improved work techniques, equipment changes, scheduling or location changes, personnel or responsibility changes, or even disciplinary action. The report will be dated and signed by the Contract Manager and filed in the Work Control Office. Our Contract Manager reviews all Discrepancy Reports.

Figure 1 - Quality Control Deficiency Report

AMERICAN FACILITY SERVICES, INC.	
QUALITY CONTROL DEFICIENCY REPORT	
DATE: _____	REPORT NUMBER: _____
Title/Description: _____	
Discrepancies:	

Corrective Action Taken:	

Resolution:	

Workman Counseled: _____	
Inspector: _____	Date: _____
cc: QAE; QC File	
<i>(Over for Manager/Supervisor's Recommendations)</i>	

Inspection Coordination

Our Contract Manager participates in planning all aspects of the contract to properly provide required functions, but just as importantly, to ensure that quality control is factored into all



activities. The Contract Manager has the authority and responsibility to institute remedial and preventive actions, as necessary, to safeguard an effective QC program.

We pursue a multi-faceted approach to quality control, regardless of which service area (management, maintenance, environmental compliance, etc.) is being evaluated. The process begins with a thorough evaluation of work specifications and related contractual requirements. The second phase of our program relates to actual inspection and analysis.

We consider employee sensitivity, awareness of facility conditions, and user preferences to be an integral part of employee training at all of our projects. As part of our quality process, TQM and on-site training programs, our staff is required to be observant for potentially dangerous, wasteful, or other undesirable conditions, and to notify a supervisor or lead when such conditions are detected.

We instruct our workers to note minor problems such as burned out lights or dripping faucets while engaged in routine activities. Workers note the location and the time observed and relays this information to Work Control during or at the end of the shift. These items are then coordinated with the customer and added to the service call backlog for correction. Our employee training includes awareness of facility conditions, team responsibility and procedures for identifying problem areas.

Each supervisor is responsible for conducting quality checks of all work performed (scheduled and unscheduled) in his or her respective area of performance.

Quality Assurance

Informal inspections are conducted to ensure contract compliance and the effective delivery of quality service. Monitoring is expedited by reviewing specially developed, pre-printed checklists. Deficiencies discovered during routine inspections are then discussed with the appropriate worker and corrected, if possible, on the spot. Persistent problem areas are addressed at weekly meetings in the spirit of collectively arriving at a solution. Our experience at other installations reveals that the uniqueness of having quality control built into the performance of work, and not merely as a matter of after the fact follow-up produces a higher level of quality service. Moreover, because of the high quality standards set and adhered to, we believe our customer surveillance tasks are being significantly reduced as well.

The Site Supervisor conducts inspections on a random, unannounced basis. A series of checklists are used that break down each basic function performed within a service category into its constituent or supporting tasks. Checklists provide a means to evaluate and record the actual performance of tasks. Once completed, the checklists are presented to the Contract Manager for review and a copy is filed as permanent record.

Documentation

The Site Supervisor summarizes all quality inspections performed for that period and that information is submitted to our contact. A monthly report is prepared and submitted to the Project Manager with a copy furnished to our corporate management and our contact if desired. This report includes an Inspection Summary and a copy of all inspection sheets and checklists. The



Inspection Summary provides each of the areas inspected; the number of inspections performed; the number of deficiencies identified; and if the service was satisfactory or unsatisfactory. A summary analysis of all customer complaints and re-work orders also will be included in the report.

Documentation and reports are prepared and maintained on file. These reports and files are available for review upon request. The files are organized and easily accessible to all authorized individuals.

Review and Analysis

Monthly meetings are held between the Contract Manager and our corporate management. These meetings provide the management team an opportunity to compare the most recently completed month's performance to all previous months. Areas with potential problems receive immediate attention to prevent the service from being unsatisfactory and to circumvent negative trend development.

Annual Updates

Updates will be made to the Quality Control Plan at least annually. All changes to the plan will be incorporated with a formal submittal made to our customer during the month of contract renewal for each year. All changes are subject to approval.

Quality Assurance

Each manager and employee is asked to cooperate with and assist with the performance of this contract. This includes working with them to ensure that they are kept abreast of routine and/or changing conditions, as well as assisting them in the course of their inspections or surveillance.

Performance Evaluation Meetings

The Contract Manager will meet at monthly intervals with our contract contact to discuss project performance. These meetings will provide a forum for discussing mutual matters of concern; however they will not be a substitute for daily interface with our customer.

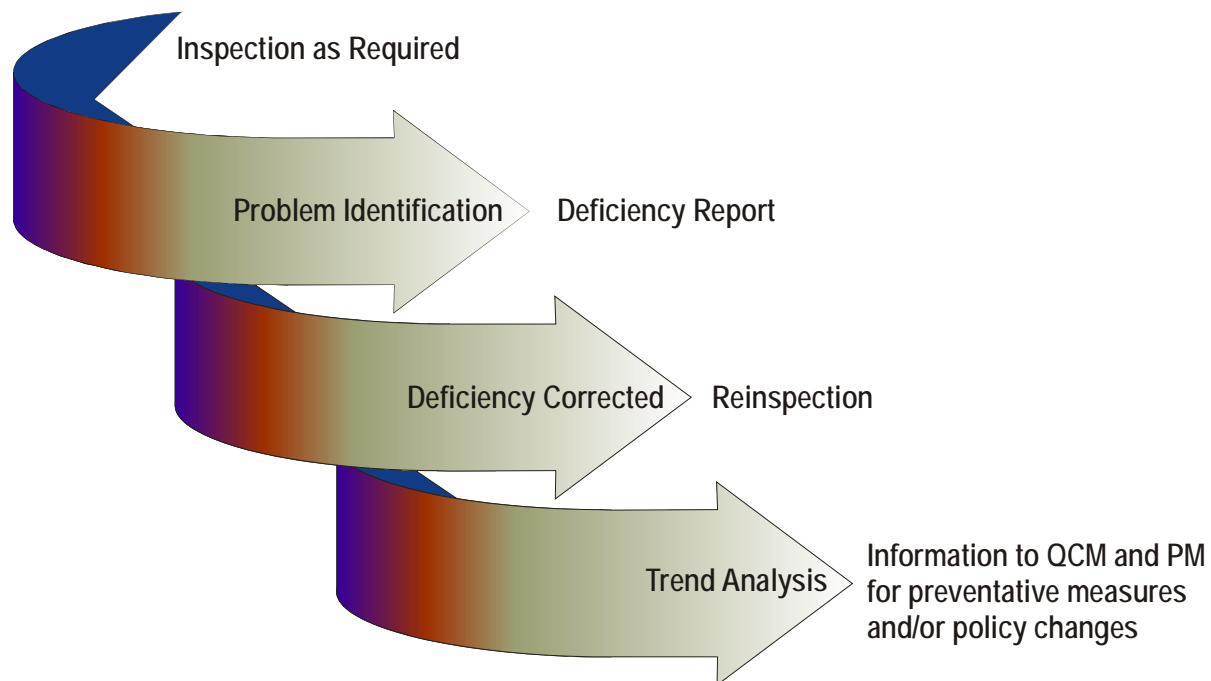
Tracking/Prevention of Performance Deficiencies

To reiterate, AFS uses a total quality management effort to update and ensure that our QCP is functioning properly (see Figure 2). We combine this with our inspection system and accompanying inspection schedule to detect quality control problems before they amount to a deficiency or discrepancy. As part of the QCP, Deficiency Reports will be segregated by functional areas to provide for ease of tracking, as well as to identify negative trends and systematic problems by functional area. All inspection findings are documented so that the following subsequent actions can be taken:

- Employees are recognized when their level of the work performance is considered "noteworthy;"

- Employees are informed when their level of work performance has diminished below previous levels, yet is still being performed at a "satisfactory" level;
- A Deficiency Report is initiated to correct any task where the performance level has diminished below previous levels;
- A Corrective Action Request is initiated to correct any task that has been rated less than "satisfactory;"
- Inspection Reports will be submitted to the Contract Manager, our Corporate Office, and the Client.
- Routine monitoring activities, such as our continuous inspections, also significantly reduce the potential for future situations by signaling the need for timely corrective actions.
- A combination of these activities, carefully supplemented by the previously identified methods, will be applied to prevent deficiencies and, where necessary, attain the earliest possible correction.

Figure 2 - Corrective Action Cycle



Corrective Actions, Long and Short Term

If a deficiency does occur, AFS uses a two-tier strategy to address the problem. First, in the short term, the Site Supervisor will prepare a Discrepancy Report and initiate corrective actions immediately to eliminate the situation. After correction, the work is re-inspected to ensure that our customer's and corporate quality control standards are met. The Site Supervisor will then complete the report detailing what corrective actions were taken. Second, the Contract Manager analyzes the Discrepancy Report for trends or procedural and systematic problems



and determines the course of action to correct the long-term problem. For example, he may recommend:

- Additional training;
- Procedural changes;
- Improved work techniques;
- Equipment changes;
- Personnel or responsibility changes;
- As a last resort, disciplinary action.

Documenting and Enforcing QC Operations

Our Site Supervisor will maintain a local file of inspections. The file will provide evidence that the scheduled quality control inspections are being performed. The file will contain:

- A copy of our QCP;
- A copy of all completed quality control checklists;
- A copy of all quality control reports;
- A copy of all corrective actions taken;
- Documentation of all service calls.

The inspection files will be systematically analyzed and used for the prevention, detection, and correction of quality control situations. Our Contract Manager will establish requirements for record control and retention. The Site Supervisor will make Quality Control records available for review or inspection any time during the contract.

CLEANING SCHEDULE TASKS - SAMPLE
FREQUENCY
BUILDING _____ **DATE** _____ **INSPECTION BY** _____

Offices/Conference Rooms / File (Copy) Rooms												Complete	Incomplete		
Task	Monthly	Weekly	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Time In	Time Out	C	IC	Notes	Initials
Empty waste receptacles; remove trash to designated area outside; spot clean soiled receptacles with disinfectant solution; replace liner.			x	x	x	x	x	x	x						
Empty all recycling containers and remove recycling material to designated area outside.			x	x	x	x	x	x	x						
Vacuum			x	x	x	x	x	x	x						
Spot clean all glass (doors, partitions, display cases, counter tops, customer service windows and annex stairwell glass)		x	x	x	x	x	x	x	x						
Wipe phones with disinfectant		x	x	x	x	x	x	x	x						
Dust all horizontal / vertical surfaces (no desks)		x	x	x	x	x	x	x	x						
Sweep and mop floors		x	x	x	x	x	x	x	x						
Spray buff non-carpeted floors	x	x													
Wash all glass, partitions, windows, doors etc.	x	x													
Lobbies / Entrances / Common Areas															
Empty waste receptacles; remove trash to designated area outside; spot clean soiled receptacles with disinfectant solution; replace liner. This includes all outside receptacles.			x	x	x	x	x	x	x						
Empty recycling containers and remove recycling material to designated area outside.			x	x	x	x	x	x	x						
Empty & clean ashtrays (exteriors)			x	x	x	x	x	x	x						
Damp wipe with disinfectant all water fountains / dispensers			x	x	x	x	x	x	x						
Sweep entrance and exit areas.			x	x	x	x	x	x	x						
Vacuum entrance mats			x	x	x	x	x	x	x						
Clean all glass – doors			x	x	x	x	x	x	x						
Sweep and mop floors		x													
Dust all horizontal / vertical surfaces (no desks)		x													
Wipe phones with disinfectant		x													
Empty contents from the vacuum cleaner container located in employee parking lot at Police HQ building		x													
Wash all glass, partitions, windows, doors etc.	x														

Task	Monthly	Weekly	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Time In	Time Out	C	IC	Notes	Initials
Cafeterias/Kitchens/Break rooms															
Empty waste receptacles; remove trash to designated area outside; spot clean soiled receptacles with disinfectant solution; replace liner.			x	x	x	x	x	x	x						
Empty recycling containers and remove recycling material to designated area outside.			x	x	x	x	x	x	x						
Wipe down tables / chairs			x	x	x	x	x	x	x						
Clean sinks			x	x	x	x	x	x	x						
Sweep and mop floors			x	x	x	x	x	x	x						
Spot clean all glass			x	x	x	x	x	x	x						
Dust all horizontal / vertical surfaces		x	x	x	x	x	x	x	x						
Wash all glass, partitions, windows, doors etc.	x														
Elevators															
Wipe / disinfectant call panel			x	x	x	x	x	x	x						
Vacuum –or- mop			x	x	x	x	x	x	x						
Clean door tracks		x													
Dust		x													
Polish doors		x													
Stairwells															
Sweep / mop stairs and landings		x													
Clean handrails		x													
Dust		x													
Restrooms / Showers continued:															
Empty waste receptacles – including feminine trash receptacles; remove trash to designated area outside; spot clean soiled receptacles with disinfectant solution; replace liner.			x	x	x	x	x	x	x						
Clean & polish chrome fixtures			x	x	x	x	x	x	x						
Sweep and mop floor			x	x	x	x	x	x	x						
Damp wipe tile walls / showers with disinfectant. Tile grout shall be cleaned as required to remove dirt, soap scum, mold etc.			x	x	x	x	x	x	x						
Clean urinals			x	x	x	x	x	x	x						
Clean toilet bowls			x	x	x	x	x	x	x						
Clean mirrors			x	x	x	x	x	x	x						
Clean sinks			x	x	x	x	x	x	x						
Restock all dispensers			x	x	x	x	x	x	x						
Spot clean all windows / glass			x	x	x	x	x	x	x						
Remove floor stains			x	x	x	x	x	x	x						
Clean underside of basins, plumbing hardware, toilets & urinals		x													
Dust		x													

Task	Monthly	Weekly	Mon	Tue	Wed	Thu	Fri	Sat	Sun							
										Time In	Time Out	C	IC	Notes	Initials	
Scrub shower tile floors & walls		x														
De-scale all tile & porcelain fixtures		x														
Clean & apply disinfectant to shower curtains		x														
Clean and apply deodorizer to all floor drains	x															
Clean all ceramic tile / grout on walls with cleaner	x															
ALL AREAS													Complete	Incomplete		
Task	Quarterly		Semi-Annual	Annual		Time In	Time Out	C	IC		Notes	Initials				
Clean all A/C ventilation, louvers, grills and panels	x															
Bonnet clean high traffic areas (carpeted floors)	x															
Machine scrub non-carpeted floor and re-coat with two (2) coats of finish	x															
Vacuum the carpeted walls in the 9-1-1 Communications Center (Police HQ building)	x															
Clean all interior (all floor levels) and exterior (1 st floor only) windows [perimeter of buildings]			x													
Shampoo / hot water extraction all carpeted floors			x													
Strip and seal all hard surfaced floors (2 coats of sealer and 4 coats of finish)				x												
Clean all vertical and mini blinds				x												
Vacuum carpeted / fabric walls				x												



COMMUNICATION PLAN

American Facility Services, Inc. can assure our clients that any incident or concern occurring on a contract job is handled professionally and in a timely manner. In a situation where something is damaged, broken or reported missing, AFS will take the necessary steps to investigate and remedy as quickly as possible. Any other type of incident that involves other matters are reported directly to Headquarters and handled based on the situation.

Our employees are instructed to immediately report to their direct Supervisor any situation that results in damage or broken property of the customer where they are working. Incidents of missing or discarded items may also be reported to the Contract Manager or Headquarters staff directly by the customer themselves. Emergency and office contact information is provided to all clients at the start of the contract.

The AFS Contract Manager is responsible for documenting the incident, using all information available from the cleaning staff and/or the customer. This report is used to conduct a formal investigation into the matter, which may include formal interviews and inspecting the place of occurrence and then further documenting any additional information that may be obtained.

Based on the final incident report, determination is made by Headquarters as to how to proceed to resolve the situation. If possible, AFS will work directly with the customer to remedy the incident if that is appropriate and acceptable by the customer. In some major instances, an insurance claim may be filed or a claim filed against the AFS Fidelity Bond that will be in place to protect the customer against any loss.

At AFS, we take responsibility for our employees and their actions. AFS strives to employ personnel with the highest levels of integrity and experience. Because of our stringent hiring practices, we have a very low occurrence of incidents on our contract jobs.

Resolution of Concerns

The AFS Contract Manager will be available at all times to receive calls regarding quality of work concerns. The Contract Manager will respond by investigating the concerns and making sure that the Site Supervisor understands the concerns and addresses them with the crew to correct them immediately. The Contract Manager will then re-inspect and confirm the corrections have been completed. He will also re-inspect at random intervals to ensure that the problem does not reoccur. Please refer to our extensive Quality Control Plan.

EXAMPLE:

AFS had been providing janitorial services to an elementary school in Atlanta for five years, with satisfaction scores of between 93% and 95% monthly. The contract was renewed for an additional five years and then a new principal was assigned to the school. The new principal informed us that the services were not being performed to her higher standards. After listening to her concerns, we made improvements within two days and she was fully satisfied with the outcome.



Communication with Facility Administrators

AFS encourages direct communication between your facilities administrations and our Site Supervisors, Project Manager or Contract Manager who are all available 24/7 via e-mail or phone. Our extensive training, scheduling, management, inspections, inventory management and quality control measures are designed to minimize the need for substantial communication with the administration. Our goal is to provide service that will minimize any impact on your employees and customers.

Emergency and Special Event Cleaning

Due to our large local workforce, we are always able to handle any special event or emergency incidents that may arise, with response times usually less than a couple of hours. The Contract Manager will be on-call 24/7 and will be able to respond quickly to any emergencies. The Supervisor will have an emergency action plan in place to ensure that immediate staffing and supply needs are met. All employees are trained to handle emergency situations. These are situations where our 24 years of experience can prove to be very valuable to our clients.

EXAMPLE: AFS was notified at 12:00 noon on a Sunday, via a phone call from an official at the Atlanta Public Schools, of a MRSA outbreak at Maynard Jackson High School. He informed us that we needed to disinfect the entire school before school began on Monday morning. Qualified teams were called in immediately, and within two hours we had 40 employees on-site as well as sufficient disinfectant to clean the entire school. The school was completely disinfected by 12:00 AM (midnight) that same night and was ready to open on Monday morning.



4. EXPERIENCE AND QUALIFICATIONS

American Facility Services conducts business in nine southeastern states and has over 350 employees, 115 existing clients, and 300 contracts in place. We currently service well over 32 million square feet. Our current client list includes: City of Fort Worth; University of Texas Medical Branch; Midland International Airport; Texas Facilities Commission; Escambia County, FL; Sarasota Bradenton Airport; Coca-Cola Fountain Division; and the City of Atlanta. We find that over 95% of our clients exercise their renewal options with us. We have extensive experience maintaining buildings with secured/limited access, including police stations and jails.

A list of our current major clients and several recommendation letters and e-mails can be found on the following pages.

REFERENCES

Texas Facilities Commission

1711 San Jacinto Blvd.

Austin, TX 78701

Contact: Debra Moran, FMA

Title: Manager, Property Services

Phone: 512-463-8557

Email: debra.moran@tfc.state.tx.us

Since April, 2007, AFS has been providing services for 17 buildings totaling 1,942,626 SF. Current renewal to August, 2018.

City of Atlanta

55 Trinity Avenue, SW

Atlanta, GA 30303

Contact: Maurice Calhoun, Facilities Maintenance Supervisor

Phone: 404-330-6531

Email: mfcalhoun@atlantaga.gov

Contract began in October, 2013. AFS provides janitorial services for 90 locations for a total of 950,323 SF.

Escambia County

100 East Blount Street

Pensacola, FL 32501

Contact: David Wheeler, Deputy Bureau Chief

Phone: 850-595-3190

Email: dwwheele@co.escambia.fl.us

AFS provides full janitorial services for 65 locations county wide for a total of 833,278 SF. Contract term August 2011 to August 2017.

AMERICAN FACILITY SERVICES MAJOR CLIENT LIST

Customer	Address	State	Contact Name	Phone Number	Email	Total SF	Contract Start	Contract End	Number of Buildings
Auburn University Harris Early Learning Center	Procurement Dept., 311 Ingram Hall Auburn University, AL 36849-5101	AL	Lesa Harris	205-252-5060 X248	ljharris@harriselc.org	38,495	Jan-14	Jan-17	1
Alachua County	915 SE 5th Street Gainesville, FL 32601	FL	Karla Carusone	352-374-5295	kcarusone@alachuacounty.us	90,000	May-15	Sep-16	1
Atlanta Public Schools	3399 Collier Drive, NW Atlanta, GA 30331	GA	Bobby Moncrief	404-886-8585	bmoncrief@atlanta.k12.ga.us	5,400,000	Sep-98	current	60
Austin Travis County Integral Care	PO Box 3548 Austin, TX 78764	TX	Julie Williams	512-445-7723	julie.williams@atcic.org	155,859	Jun-15	May-17	16
Bank of North Georgia	8025 Westside Parkway Alpharetta, GA 30004	GA	Rudy Tribble	678-339-1684	rudytribble@bankofnorthgeorgia.com	1,750,000	Jul-09	current	67
Birmingham Jefferson Convention Complex	2100 Richard Arrington Jr. Blvd N. Birmingham, AL 35203	AL	David Smith	205-458-8562	david.smith@bjcc.org	343,000	May-13	current	1
Brazos River Authority- Brushy Creek Regional Wastewater System	5555 N. Lamar Suite J1113 Austin, TX 78571	TX	Lupe Diaz	254-761-3123	ldiaz@brazos.org	7,500	Jul-15	current	1
Calhoun City Schools	380 Barrett Road Calhoun, GA 30701	GA	Tom Griffith	706-602-6622	griffithtom@calhounschoools.org	630,458	Jun-15	current	4
Charleston County Law Enforcement	3691 Leeds Ave. North Charleston, SC	SC	Gus Ramage	843-202-6160	gramage@charlestoncounty.org	113,000	Nov-15	Nov-16	1
City of Alpharetta	2970 Webb Bridge Road Alpharetta, GA 30009	GA	Thomas G. Harris	678-297-6094	tharris@alpharetta.ga.us	77,280	Jul-12	current	15
City of Atlanta	55 Trinity Avenue, SW Atlanta, GA 30303	GA	Maurice Calhoun	404-330-6225	mfcalhoun@atlantaga.gov	950,323	Oct-13	current	90
City of Columbia	1136 Washington Street, 4th Floor Columbia, SC 29201	SC	Lawana Robinson-Lee	803-545-3470	lrobinson@columbiasc.net	260,691	Sep-15	Aug-16	10
City of Fort Worth	1000 Throckmorton St. Fort Worth, TX 76102	TX	Bart Ciriote	817-392-8354	Barton.Ciriote@fortworthtexas.gov	900,000	Nov-15	Oct-16	48
City of Marietta	P.O. Box 609, 205 Lawrence St. Marietta, GA 30060	GA	Howard Satterfield	770-794-5272	hsatterfield@mariettaqa.gov	255,000	May-07	current	14
City of Port Arthur	444 4th Street, 4th Floor Port Arthur, TX 77640	TX	Lt. Steve Brinson	409-433-3364	sbrinson@portarthurpd.com	64,000	Mar-14	current	2
Cobb County Water	680 South Cobb Drive Marietta, GA 30062	GA	Jeff Wix	770-419-6218	jeffrey.wix@cobbcounty.org	66,700	Jul-15	current	8
Coca-Cola	1150 Sanctuary Parkway Alpharetta, GA 30004	GA	Jim Stoothoff	770-887-3825	jstoothoff@na.ko.com	150,000	Mar-11	current	1
Coffee County Schools	1311 South Peterson Ave. Douglas, GA 31533	GA	Michelle Evans	912-384-2086	michelle.evans@coffee.k12.ga.us	1,331,903	Nov-15	Oct-18	13
Darlington County	1 Public Square, Room 210 Darlington, SC 29532	SC	Portia Davis	843-398-4100	pdavis@darlcosc.net	152,000	Aug-16	current	11
Dekalb 911 Communication Center	1960 W. Exchange Place, 5th Floor, Tucker, GA 30084	GA	Mrs. Corliss Barham	678-406-7944	clbarham@dekalbcountyga.gov	10,000	Nov-15	Nov-17	1
Delray Beach	100 NW 1st Ave Delray Beach, FL 33444	FL	Patsy Nadal	561-243-7161	nadal@mydelraybeach.com	58,619	May-15	May-17	17
Escambia County	100 East Blount Street Pensacola, FL 32501	FL	David Wheeler	850-595-3190	dwwheele@co.escambia.fl.us	833,278	Aug-11	current	75
Escambia County Health Dept	1295 West Fairfield Drive Pensacola, FL 32501	FL	Lisha Smith	850-595-6500 x2104	lsmith@flhealth.gov	95,209	Aug-12	Aug-16	7
Escambia County School District	75 N. Pace Blvd. Pensacola, FL 32505	FL	James Beagle	850-469-5444	jbeagle@escambia.k12.fl.us	1,149,000	Aug-16	current	12
Fort Worth Libraries	500 West 3rd Street Fort Worth, TX 76102	TX	Bart Ciriote	817-392-8354	Barton.Ciriote@fortworthtexas.gov	275,500	Jun-14	current	14
Fulton County Schools	786 Cleveland Ave Atlanta, GA 30354	GA	Jerry Coker	678-794-4530	cokerj@fultonschools.org	3,500,000	Aug-15	current	21
Georgia Department of Public Safety	959 E. Confederate Ave. Atlanta, GA 30316	GA	Capt. Keith Canup	404-624-7779	kcanup@gsp.net	80,000	Mar-11	Mar-16	3

Customer	Address	State	Contact Name	Phone Number	Email	Total SF	Contract Start	Contract End	Number of Buildings
Georgia Perimeter College	3705 Brookside Parkway Alpharetta, GA 30022	GA	Sharon Topping	770-274-5330	sharon.topping@gpc.edu	50,000	Jan-11	current	1
Georgia Piedmont College	495 N. Indian Creek Drive Clarkston, GA 30021	GA	Gary Wilkins	404-983-8370	wilkinsg@gptc.edu	262,000	Jul-15	current	6
Georgia State University	1 Park Place South, Suite 901 Atlanta, GA 30303	GA	Steve Wojcikowski	404-413-4006	swojcikowski@gsu.edu	39,000	Nov-15	current	3
Glynn County	1725 Reynolds Street, 3rd Floor Brunswick, GA 31520	GA	Deborah Carter	912-554-4145	dcarter@glynncounty-ga.gov	176,875	May-08	current	7
Guilford County Schools Northwood Elementary	P O Box 880 Greensboro, NC 27402	NC	Brandon Haxton	336-317-1408	haxtonb@gcsnc.com	68,258	Aug-16	current	1
Jefferson County Commission	716 Richard Arrington Jr. Blvd North Birmingham, AL 35203	AL	Ralph Dyer	205-325-5544	dyerr@jccal.org	681,017	Jan-13	current	8
Kennesaw State University	1000 Chastain Road Kennesaw, GA 30144	GA	Fola Teru	470-578-6968	fteru1@kennesaw.edu	2,400,000	Jun-99	current	15
Lee County Public Safety Building	P.O. Box 398 Fort Myers, FL 33902-0398	FL	Patrick Lewis	239-533-5453	plewis@leegov.com	92,000	Sep-15	current	1
Lee County Tax Collector	2480 Thompson Street Fort Myers, FL 33901	FL	Patricia Guthrie	239-533-6009	patriciaG@leetc.com	35,000	Sep-14	current	4
Midland International Air and Space Port	9506 Laforce Blvd Midland, TX 79706	TX	Andy Lookabaugh	432-560-2204	alookabaugh@midlandtexas.gov	141,770	Mar-09	Dec-19	4
Norfolk Public Housing Calvert Square	201 Granby Street, 7th Floor Norfolk, VA 23510	VA	Kathleen Mosley	757-314-2672	kmosley@nrha.us	8,000	Jul-14	current	1
Norfolk Public Housing Diggs Town Rec Center	201 Granby Street, 7th Floor Norfolk, VA 23510	VA	Robin Whitley	757-533-4694	rwhitley@nhra.us	10,000	Sep-14	current	1
North Carolina Dept. of State Treasurer	325 N. Salisbury Street Raleigh, NC 27603	NC	Starsky Martin	919-247-2197	starsky.martin@nctreasurer.com	97,000	Jun-15	Jun-16	2
Saint Paul (City of)	15 West Kellogg Blvd. Saint Paul, MN 55102	MN	Jessica Brokaw	651-266-8915	Jessica.brokaw@ci.stpaul.mn.us	119,000	Feb-16	current	3
Sarasota Bradenton International Airport	6000 Airport Circle Sarasota, Florida 34243	FL	Cameron Newhouse	941-915-2705	Cameron.newhouse@srq-airport.com	350,000	Mar-14	current	1
School Board of Seminole County	400 E. Lake Mary Blvd. Sanford, FL 32773-7127	FL	Amber Sperlich	407-320-7495	amber_sperlich@scps.k12.fl.us	1,503,202	Jan-11	Jun-16	16
Teacher Retirement System of Texas	1000 Red River Street Austin, TX 78701	TX	Chris Yakel	512-363-3942	chris.yakel@trs.texas.gov	187,775	May-10	Feb-16	2
Texas Facilities Commission	1711 San Jacinto Blvd. Austin, TX 78701	TX	Debra Moran	512-463-8557	debra.moran@tfc.state.tx.us	1,645,396	Apr-07	current	11
Titusville Police Department	555 S. Washington Ave. Titusville, FL 32796-3584	FL	Joseph Arena Facilities Supervisor	321-567-3820	joey.arena@titusville.com	44,000	Feb-16	Feb-19	1
Tri-County Electric Cooperative	210 W. Jessie St. Rushford, MN 55971	MN	Brian Krambeer	507-864-7783	bkrambeer@tec.coop	78,680	Aug-08	current	1
University of TX Medical Branch	310 University Blvd. Galveston, TX 77555	TX	Barbara Minderhout	281-338-7510	baminder@utmb.edu	160,628	Jan-15	Dec-18	
Waco Housing Authority	4400 Cobbs Drive/PO Box 978 Waco, TX 76703	TX	Milet Hopping	254-752-0324	mileth@wacopha.org	12,000	Aug-14	current	1

34,036,493



February 10, 2015

Letter of Recommendation

American Facility Services
1325 Union Hill Industrial Court, Suite A
Alpharetta GA 30004

To Whom It May Concern:

Synovus / Bank of North Georgia have been under contract with American Facility Services since 2004.

When our contract with them was initially transacted they were servicing five of our facilities. Currently they now have responsibility for 71 of our branch offices. Our banking foot print is inclusive of branch offices in the Atlanta Metro Area, Jasper Alabama, Nashville and Memphis Tennessee.

During this time they have proven to be extremely efficient and thorough in the work they have undertaken. On many occasions they have supported the bank with assistance that stand outside of their original duties. On such occasions they have delivered service for us going over-and-beyond.

American Facility Service is always very responsive and they handle any issues that arise promptly and professionally. We believe that the work they do for us reflects their attention to detail and is an example of their willingness to provide excellent service. At the end of the day, we are extremely pleased to do business with them.

We have no hesitation in recommending them.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Cain", written over a faint circular stamp.

David E. Cain
Senior Manager
Facilities & Construction

DEC/tkp



BOBBY MONCRIEF
MAINTENANCE & OPERATIONS
MANAGER
404-802-5859

February 18, 2016

[REDACTED]
District Office Building
[REDACTED]

Re: American Facility Services, Inc. – Janitorial Services Reference

To Whom It May Concern:

American Facility Services is currently providing janitorial and custodial services for various Atlanta Public School buildings, totaling approximately 3.4 million square feet.

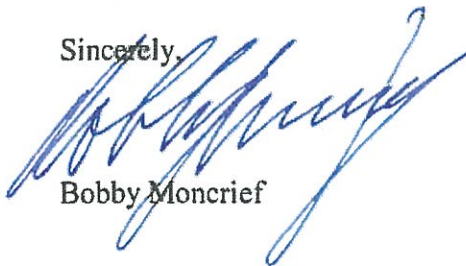
They have been providing these services since September, 1998 with a contract value of \$390,811 per month.

They provide all cleaning, chemicals, and supplies to the schools they service.

Our point of contact for American Facility Services is Harold Angel.

We are very satisfied with the services provided by Mr. Angel and American Facility Services and would highly recommend them to other agencies.

Sincerely,



Bobby Moncrief

What Our Clients Say...

“We appreciate the good job you do here at our office. It’s nice to know we have good dependable workers that come in and keep our office looking great and professional. Thank you very much.”

Bank of North Georgia

“Thanks so much for the support you have given Robins AFS. We appreciate all of your efforts and hard work. You have really shown that hard work and a lot of heart can accomplish anything.”

Warner Robins AFB

“Their onsite staff have always been very responsive to our needs and have made every effort possible to satisfy the end customer. They repeatedly assist with functions outside of the scope demonstrating their willingness to go the extra mile to satisfy the customer.”

IRS – Martinsburg Computing Center, West Virginia

“I would like to thank you and your crew for keeping my building nice and clean all the time. We get a lot of compliments and I refer your company to other Assistant Principals all the time. Thank you for a job well done.”

Atlanta Public Schools

“Please share with the custodians that they were complimented this morning. I was told they are doing an excellent job! Please let them know they are doing very well.”

Knoxville’s Community Development Corporation

“We just wanted to let you know that we appreciate your cleaning team more than words can express! Truly they are such a part of all that we do and the quality of their work is reflective of the pride they take in all that they do!”

Seminole County School Board



PROFESSIONAL PERSONNEL QUALIFICATIONS

Harold Angel (Director of Operations) and Shawn Hall (Contract Manager) will be fully responsible for overseeing all aspects of the contract. Harold and Shawn have over 40 combined years of industry knowledge. Their current work experience enables them to have a clear understanding of the scope of work and the means by which to deliver optimal, proactive service. Their resumes are included in this section. They will oversee the Site Supervisor who will have full day to day responsibility for all operations. AFS believes having highly competent managers is the key to providing superior service. These three individuals form a tier of management that American Facility Services feels is vital to successfully fulfilling a contract requiring sound hiring practices, training methods, proactive periodical work and most of all, customer follow-up. We will have methods in place that will tell you what we will do and when we will do it. We will follow that up with inspections processes that will tell you what we find and if corrections are needed, when and how we will do it.

The Site Supervisors (SS) will have working knowledge of each facility and work closely with your facilities management team. The Site Supervisors will have at least two years of experience in the janitorial industry. Through our extensive Quality Control Plan, we can assure our clients that their facilities are going to be cleaned to the highest standards. AFS requires all of its Site Supervisors to provide inspection reports to the Project Manager. These inspections can be forwarded to your Facilities Manager as well for review.

The SS will be on call 24/7 and will carry a smart phone in order to receive calls and e-mails. The SS will give guidance, instruction, and training to the supervisors, general cleaners, and oversee the completion of the work assignments in a quality and timely manner. The SS will monitor the efforts of the crew throughout the day and provide assistance where needed. As areas are completed it will be the Site Supervisors' main task to check the work and bring deficiencies to the crews' attention for immediate corrective action.

The Contract Manager and Site Supervisors will implement a comprehensive training program that will involve OSHA, Blood Borne Pathogen training and initial training on the use of chemicals, restroom training, and general cleaning training. This training will be held quarterly and each employee will sign training documents on all refresher training.



STAFF RESUME

Shawn Hall
Contract Manager

SUMMARY

- Over 8 successful years of supervisory and managerial experience in commercial office services and the janitorial industry.
- Strong history of consistent and significant contributions to company goals for business retention, growth and profitability.
- Experienced in driving product, process, and customer service improvements while building partnerships with key business decision makers.
- Expert in estimating, developing and securing large scale projects for ongoing business expansion

EXPERIENCE

American Facility Services, Inc., Alpharetta, GA
Area Division Manager, 2012 – Current

- Oversees all Texas accounts
- Responsible for providing upper management with detailed accounts of daily, weekly or monthly accomplishments and completed tasks.
- Maintains safety/equipment training and semi/annual projects per company guidelines.
- Conducts and submits QC inspections during monthly site visits.
- Sets up meetings to visit with Account Representatives to review overall programs and effectiveness per facility.
- Provides upper management with plans of action to correct any substandard/failing facilities.
- Reviews and approves time details of employees to ensure proper documentations of time worked.
- Maintains office computer and update upper management with forms to include record keeping of required training, disciplinary action/termination forms, vacation/leave of absence forms etc.

Spring Independent School District, Houston, TX
Lead Janitorial Supervisor, August 2012 – November 2012

- Ensured smooth running services were being provided
- Managed site personnel

Kellermeyer Bergensons Services, Houston, TX
Branch Manager, March 2011 – Sept 2012

- Overall responsibility for sales, operations, customer services, subcontracting, and marketing.
- Managed all personnel.

American Facility Services, Inc., Fort Hood, TX
Special Projects Manager, October 2009 – March 2011

Service Force USA, Killeen, TX
Area Manager, December 2007 – October 2009

TRECO Services, Fort Hood TX
Special Projects Manager/Floor Tech, 2006-2007

CERTIFICATE OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

SHAWN HALL

HAS SUCCESSFULLY COMPLETED
**CLEANING FOR HEALTH AND THE ENVIRONMENT
(SUSTAINABLE CLEANING)**




JOHN REED
DIRECTOR OF TRAINING

CERTIFICATE OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

SHAWN HALL

HAS SUCCESSFULLY COMPLETED
**ISSA CLEANING INDUSTRY MANAGEMENT STANDARD
(CIMS)**




JOHN REED
DIRECTOR OF TRAINING



STAFF RESUME

Harold Angel
Vice-President

SUMMARY

- Over 25 successful years of operations and human resource management in the janitorial industry.
- Strong history of consistent and significant contributions to company goals for business retention, growth and profitability.
- Experienced in driving product, process, and customer service improvements while building partnerships with key business decision makers.
- Expert in estimating, developing and managing large scale accounts.

EXPERIENCE

American Facility Services, Inc., Alpharetta, GA
Vice-President, 1993 – Current

- Shares in the overall responsibility for sales, operations, customer service for all accounts.
- Manages all staff, including project managers, accounting, marketing and sales force.
- Proficient at estimating project costs to provide maximum value.
- Assures ongoing revenue stream and profitability.

Harry's Farmers Market, Alpharetta, GA
Custodial Manager, 1993

- Responsible for all custodial operations.
- Managed all personnel and subcontractors.

Krispy Kreme Doughnut Company, Winston-Salem, NC
Operations Manager, 1986 - 1993

- Responsible for operations at eight metro Atlanta stores in their entirety.
- Managed all personnel, purchasing, and sales.

EDUCATION

Lake High School, Illinois

CERTIFICATIONS

CIMS Certification



3. BUSINESS ORGANIZATION

American Facility Services Company, Inc., 1325 Union Hill Industrial Court, Suite A, Alpharetta, GA 30004, is a widely respected commercial janitorial firm. Established May 15, 1991, as a Georgia Corporation, we began providing janitorial and custodial services for private organizations and governmental agencies under the name of Atlanta Building Maintenance Company, Inc. In December, 2007, the name was changed to better reflect our nationwide presence. We have a long, successful history of performing work in the Southeast and are in good standing with federal, state, and municipal jurisdictions. We have worked in Texas for over ten years.

American Facility Services currently conducts business in nine southeastern states and has approximately 600 permanent employees, over 500 contracts in place, and services over 35 million square feet. Over the past five years, we have maintained a similar customer base. Our range of customers is wide, from small offices to large contracts with multiple facilities requiring specific considerations and the majority of our customers renew their contracts with us.

AFS currently has numerous contracts with many public agencies, some of which are provided as references. We work with the City of Atlanta, the City of Dallas (TX), St. Paul (MN), Escambia County (FL), Lee County (FL), as well as the City of Fort Worth (TX) to name a few. These city and county government projects include a variety of building types and specifications. AFS is fully capable of providing the services needed to meet the needs of the user, the contract specifications and meeting those needs in a cost effective manner.

STABILITY

AFS has relationships that have been in place for many years, as with Fulton County, City of Atlanta, City of Austin, Texas Facilities Commission, Sarasota Airport Authority, and others that have been established more recently. Our experience in handling many requirements allows us to adapt to any necessary changes in service, enabling us to maintain superior levels of quality and satisfaction in order to keep our relationships with our clients.

The stability of American Facility Services is also demonstrated by our low turnover rate, which for the past two years has been less than 10%. Of that number, an average of 2% to 3% will return to work for us. We pride ourselves on the family atmosphere of our company, where many employees have been part of our organization since it was founded in 1991.

Due to our established relationships with national manufacturers, we have quick access to the latest and most innovative brand name equipment, tools, superb cleaning products and supplies. With the client's permission, we occasionally test new products, ideas and materials. This enables us to stay on the cutting edge of the industry.

We never substitute private-label products. We use only top name brand chemicals and cleaning solutions that meet strict safety requirements and pass rigid quality control standards. All SDS Sheets will be posted in the janitorial office for quick reference. We also use industrial grade, top of the line equipment that assures consistent, high quality results. We operate on a daily basis in many different environments – and with different, sometimes complex cleaning needs that demand quality products. No matter what the challenge, we can meet it with our



technical abilities and superior service. Our top priority is providing a healthy and safe working environment for your employees and customers.

FINANCIAL QUALIFICATIONS

Our financial strength is demonstrated by our annual sales volume, which exceeds \$30,000,000. We have grown at an annual rate of approximately 10% over the past five years and anticipate the same growth for the future by maintaining, monitoring and improving upon the quality of our services. Additionally, we have a \$10M bonding capacity with National Surety Services, Inc. Our insurance coverage also exceeds industry standards. We are registered with Dunn & Bradstreet, under DUNS Number 78-451-9977. The Bank of North Georgia has been primary banking institution since 1991 and will provide a reference letter upon request.

AFS owns our office building and warehouse at our corporate headquarters and have been at this location for over twelve years. AFS has the financial resources to ensure that we are able to provide the necessary equipment, chemicals, cleaning supplies and personnel to maintain this contract for custodial services, and will be ready to proceed upon receipt of a notice to proceed. Also, AFS has the financial means to ensure our employees and any sub-contractors are paid on time each pay period.

Background checks on all new employees are performed using Verified First. Their service checks national criminal records, driving records, SSN/address verifications, credit histories, national civil records, federal district court records, education verification, workers' compensation histories, personal/ business references, and previous employment history. Once an employee passes all our pre-employment screening and is offered a position, AFS maintains a Fidelity Bond on all employees to add an additional layer of security to our clientele.

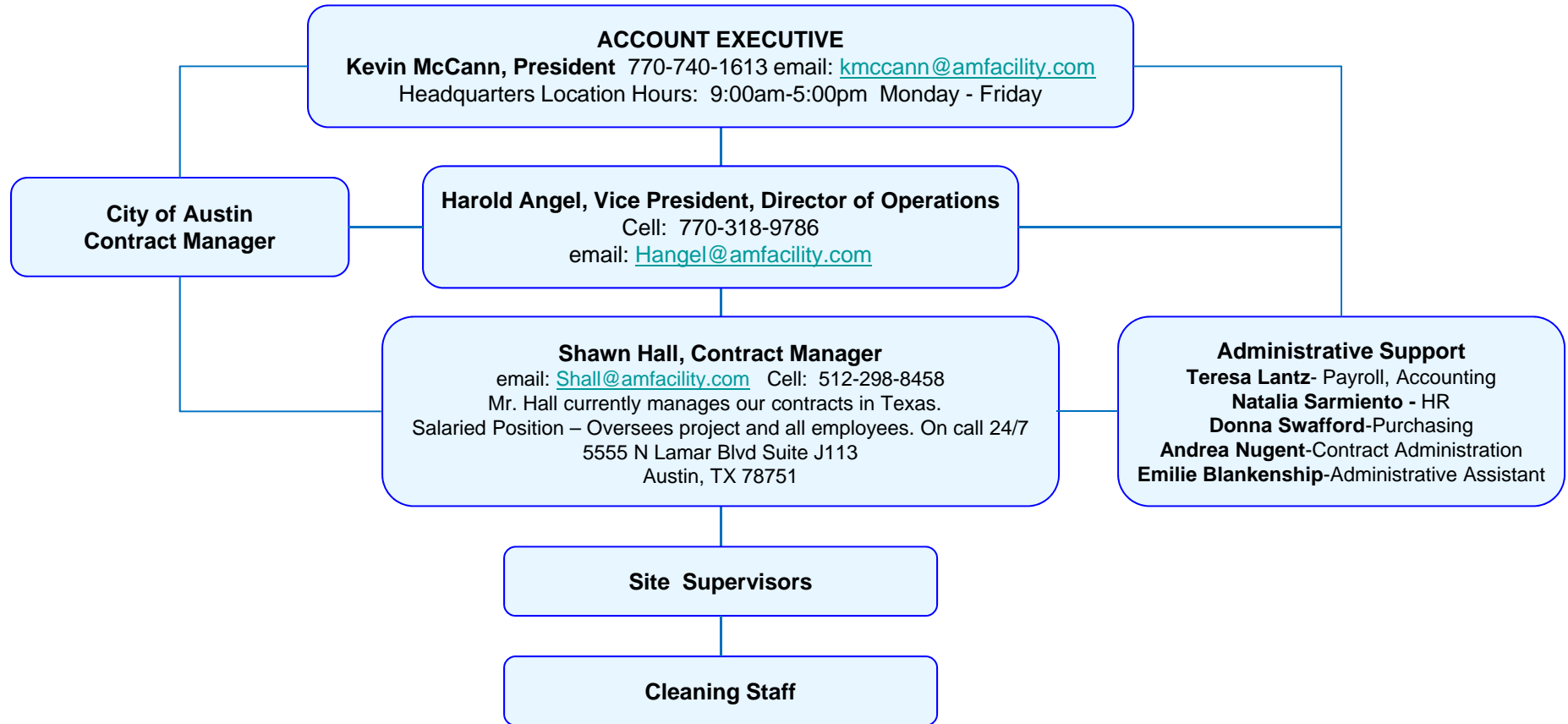
Corporate Mission: to provide creative cleaning solutions that fully satisfy our customer's needs at an excellent value, enabling growth and financial soundness. To accomplish this mission we believe customer satisfaction is our first responsibility. To provide the best value to our customer, we are committed to quality with integrity in everything we do.



City of Austin

Custodial Services

Key Employees





Corporate Organizational Structure

Headquarters Location:

1325 Union Hill Industrial Court , Suite A
Alpharetta, GA 30004

Phone: 770-740-1613

Fax: 770-475-7720

Website: www.americanfacilityservices.com

Kevin McCann, President Cell 770-318-9787 email: Kmccann@amfacility.com

Harold Angel, Vice President and Operations Cell 770-318-9786 email: Hangel@amfacility.com

Regional Contract Managers

Shawn Hall

Texas Accounts
Austin, Texas Office

Mark Thompson

Southeast Accounts
Minnesota Accounts
Account Executive –
New Sales

Carlos Garcia

Florida Accounts
Account Executive

Oscar Pavon

Alabama Accounts
Georgia Accounts
Account Executive –
New Sales

Malcolm Hammonds

Georgia, Carolinas and
Virginia Accounts

Jim Trifanoff

Sarasota Bradenton
Intl Airport Account

Contract Managers

Chip Newport

Virginia & Georgia
Accounts

Eduardo Serna

Georgia Accounts

Matthew Mullins

Special Floor Work

Jay Hobbs

Fulton County
Accounts

Sean Blockley

Calhoun
Schools

Office / Support Staff

Teresa Lantz

Email:

treelantz@bellsouth.net

Controller

Natalia Sarmiento

Email:

nsarmiento@amfacility.com

Human Resources

Donna Swafford

Email:

dswafford@amfacility.com

Director of Purchasing

Emilie Blankenship

Email:

eblankenship@amfacility.com

Administrative Assistant

Andrea Nugent

Email:

anugent@amfacility.com

Proposal Manager
Contract Administration

the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: American Facility Services, Inc.

Company Address: 1325 Union Hill Industrial Court, Suite A

City, State, Zip: Alpharetta, GA 30004

Federal Tax ID No.

Printed Name of Officer or Authorized Representative: Harold Angel

Title: Vice President

Signature of Officer or Authorized Representative: 

Date: 5/12/2017

Email Address: anugent@amfacility.com

Phone Number: 770-740-1613

*** Proposal response must be submitted with this Offer sheet to be considered for award**

Section 0510: Purchasing Office Exceptions Form

Solicitation Number: MDD0102 Custodial Services

The City will presume that the Offeror is in agreement with all sections of the solicitation unless the Offeror takes specific exception as indicated below. The City, at its sole discretion, may negotiate exceptions to the sections contained in the solicitation documents or the City may deem the Offer non-responsive. The Offeror that is awarded the contract shall sign the contract with the accepted or negotiated sections.

Copies of this form may be utilized if additional pages are needed.

☒ Accepted as written.

☐ Not accepted as written. See below:

Indicate:

- ☐ **0300 Standard Purchase Terms & Conditions**
- ☐ **0400 Supplemental Purchase Provisions**
- ☐ **0500 Scope of Work**

Page Number

Section Number

Section Description

Alternative Language:

Justification:

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	American Facility Services, Inc.	
Physical Address	5555 N. Lamar Blvd., Suite J113, Austin, TX 78571	
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

City of Austin, Texas
Section 0800
NON-DISCRIMINATION AND NON-RETALIATION CERTIFICATION

City of Austin, Texas
Equal Employment/Fair Housing Office

To: City of Austin, Texas,

I hereby certify that our firm complies with the Code of the City of Austin, Section 5-4-2 as reiterated below, and agrees:

- (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter, including affirmative action relative to employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rate of pay or other forms of compensation, and selection for training or any other terms, conditions or privileges of employment.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Equal Employment/Fair Housing Office setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with City and the Equal Employment/Fair Housing Office in connection with any investigation or conciliation effort of the Equal Employment/Fair Housing Office to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require of all subcontractors having 15 or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with the City subject to the terms of this chapter that they do not engage in any discriminatory employment practice as defined in this chapter

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Non-Discrimination and Non-Retaliation Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination and Non-Retaliation in Employment Policy

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

The Contractor agrees to prohibit retaliation, discharge or otherwise discrimination against any employee or applicant for employment who has inquired about, discussed or disclosed their compensation.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination and non-retaliation employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE THE CITY A COPY OF THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICIES ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION AND NON-RETALIATION POLICIES, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION AND NON-RETALIATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 and the City's Non-Retaliation Policy may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4 and the Non-Retaliation Policy.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination and Non-Retaliation Certificate of the Contractor's separate conforming policy, which the Contractor has executed and filed with the City, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payment, the Contractor's Non-Discrimination and Non-Retaliation Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 12th day of May, 2017

CONTRACTOR

American Facility Services, Inc.

Authorized
Signature



Title

Vice President

Section 0815: Living Wages Contractor Certification

Company Name American Facility Services, Inc.

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than \$13.50 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than \$13.50 per hour.

Employee Name	Employee Job Title
To be determined upon notice of award.	

USE ADDITIONAL PAGES AS NECESSARY

- (1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than \$13.50 per hour.
- (2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0835: Non-Resident Bidder Provisions

Company Name American Facility Services, Inc.

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: non-resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: no Which State: Georgia

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: _____

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)
PROCUREMENT PROGRAM
Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form**

SOLICITATION NUMBER: MDD0102

SOLICITATION TITLE: Custodial Services

In accordance with the City of Austin's Minority and Women-Owned Business Enterprises (M/WBE) Procurement Program (Program), Chapters 2-9A/B/C/D of the City Code and M/WBE Program Rules, this Solicitation was reviewed by the Small and Minority Business Resources Department (SMBR) to determine if M/WBE Subcontractor/Sub-Consultant ("Subcontractor") Goals could be applied. Due to insufficient subcontracting/subconsultant opportunities and/or insufficient availability of M/WBE certified firms, SMBR has assigned no subcontracting goals for this Solicitation. However, Offerors who choose to use Subcontractors must comply with the City's M/WBE Procurement Program as described below. Additionally, if the Contractor seeks to add Subcontractors after the Contract is awarded, the Program requirements shall apply to any Contract(s) resulting from this Solicitation.

Instructions:

- a.) Offerors who do not intend to use Subcontractors shall check the "NO" box and follow the corresponding instructions.
b.) Offerors who intend to use Subcontractors shall check the applicable "YES" box and follow the instructions. **Offers that do not include the following required documents shall be deemed non-compliant or nonresponsive as applicable, and the Offeror's submission may not be considered for award.**

☒ **NO, I DO NOT intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do not intend to use Subcontractors shall complete and sign this form below (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form) and include it with their sealed Offer.

☐ **YES, I DO intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do intend to use Subcontractors shall complete and sign this form below (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form), and follow the additional Instructions in the (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Plan). Contact SMBR if there are any questions about submitting these forms.

Offeror Information			
Company Name	American Facility Services, Inc.		
City Vendor ID Code			
Physical Address	1325 Union Hill Industrial Court, Suite A		
City, State Zip	Alpharetta, GA 30004		
Phone Number	770-740-1613	Email Address	anugent@amfacility.com
Is the Offeror City of Austin M/WBE certified?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES Indicate one: <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture		

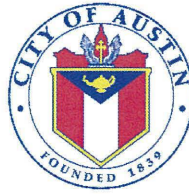
Offeror Certification: I understand that even though SMBR did not assign subcontract goals to this Solicitation, I will comply with the City's M/WBE Procurement Program if I intend to include Subcontractors in my Offer. I further agree that this completed **Subcontracting/Sub-Consulting Utilization Form**, and if applicable my completed **Subcontracting/Sub-Consulting Utilization Plan**, shall become a part of any Contract I may be awarded as the result of this Solicitation. Further, if I am awarded a Contract and I am not using Subcontractor(s) but later intend to add Subcontractor(s), before the Subcontractor(s) is hired or begins work, I will comply with the City's M/WBE Procurement Program and submit the **Request For Change** form to add any Subcontractor(s) to the Project Manager or the Contract Manager for prior authorization by the City and perform Good Faith Efforts (GFE), if applicable. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form.

Harold Angel, Vice President

 5/12/2017

Name and Title of Authorized Representative (Print or Type)

Signature/Date



**ADDENDUM
CITY OF AUSTIN, TEXAS**

**Solicitation: RFP MDD0102
Custodial Services**

Addendum No: 1

Date of Addendum: April 22nd, 2017

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Document Changes:

1. Replace 0600A Cost Proposal Sheet with the attached updated 0600A ADDENDUM 1 Cost Proposal Sheet. A line item was added to capture a weekend hourly rate for occasional work that may be requested to be performed during weekend hours.
2. The pre-proposal sign in sheet is attached.

II. Questions:

(Q1) Will the contractor ever be expected to work weekends?

(A1) The contractor may be expected to work weekends if requested. The City contract manager will request and schedule weekend services in advance directly with the contractor. For example monthly, semi-annual, and annual requirements may need to be performed during weekend hours.

(Q2) Can you bid partial bids in Category A or B?

(A2) No, you must bid all of Category A or all of Category B or you can bid all of both A and B.

(Q3) On the 0600A Cost Breakdown tab, Column D, please clarify what should be included in the FICA and Benefits tab.

(A3) Benefits are defined as anything above an employee's salary, including paid time off, retirement contributions, and any other fringe benefits.

(Q4) How does the 0600A Cost Breakdown relate to the Cost Proposal?

(A4) The Cost Breakdown is not a scored item. It is used for informational purposes only. The Cost Proposal and Cost Breakdown should however correspond to one another.

APPROVED BY: 
Matthew Duree, Procurement Supervisor
Purchasing Office, 512-974-6346

4-24-17
Date

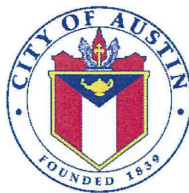
ACKNOWLEDGED BY:

Harold Angel
Name


Authorized Signature

5/5/2017
Date

Revised 12/13/2015



**ADDENDUM
CITY OF AUSTIN, TEXAS**

Solicitation: RFP MDD0102

Addendum No: 2

Date of Addendum: May12th, 2017


This addendum is to incorporate the following changes to the above referenced solicitation:

I. Document Changes:

1. Replace the 0600A Addendum 1 Cost Proposal Sheet with the attached updated 0600A Addendum 2 Cost Proposal Sheet that includes a corrected formula for cell F30.

As per section I of the 0200 Solicitation Instructions, if a discrepancy occurs between the unit price and extended price, the unit price shall govern. Purchasing staff, during their review of proposals, will ensure all extended prices have been multiplied correctly, if incorrect sums are found staff will reach out to the vendor for sign off on the corrected \$ amount.

APPROVED BY: _____


Matthew Duree, Procurement Supervisor
Purchasing Office, 512-974-6346

____5-12-2017____
Date

ACKNOWLEDGED BY:

____Harold Angel____
Name


Authorized Signature

____5/12/2017____
Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.



Contact: Kevin McCann, 770-740-1613
1325 Union Hill Industrial Court, Suite A
Alpharetta, GA 30004

**RFP #MDD0102 for Custodial Services
City of Austin**



1. EXECUTIVE SUMMARY

American Facility Services, Inc. is pleased to present our proposal to provide custodial services for the City of Austin. Our headquarters in Alpharetta, Georgia will provide administrative support. Kevin McCann, President, will be your point of contact for contract negotiations and Shawn Hall will be your Contract Manager. Kevin can be reached at 770-740-1613, 1325 Union Hill Industrial Court, Alpharetta, GA 30004. Harold Angel, Director of Operations, will also be available to you to answer any questions or concerns you may have. We have a fully staffed office in Austin, at 5555 N. Lamar Blvd.

At American Facility Services, Inc., we view service contracts as partnerships with our customers. Our goal is to provide unparalleled service in an expedient, reliable, and cost-effective manner. We will bring over 25 years of janitorial services experience, as well as extensive educational custodial expertise to your project and demonstrate why so many of our customers remain with us year after year.

For this project, our primary objectives will be to ensure that all services are performed on schedule and to your complete satisfaction. The scope of work and requirements of this RFP are very much within our abilities to accomplish and we take no exceptions to the terms and conditions. American Facility Services, Inc. has extensive experience with various facility specifications and requirements, as listed in our references. We fully understand and meet all of the requirements for this project.

Foremost in our approach is providing quality service. We are fully committed to controlling quality at every level of functional and administrative activity, across the project lines. We will begin striving to meet this goal on day one with our rigorous hiring and training procedures. Once services begin, our Quality Control Plan for the referenced solicitation will be tailored to promote and maintain superior contract performance. It combines traditional, inspection-oriented processes with progressive, education and training oriented protocols to form a Total Quality Management package that will meet or exceed all contract requirements. American Facility Services welcomes comments from our clients via e-mail, phone, verbal (which is immediately written down by our employees) and any other avenue of communication available.

We thank you for your interest in our company and look forward to an opportunity to work with the City of Austin.



1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
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www.ucskompanies.com

Solicitation No. MDD0201

Work Plans – 5(A)

At UCS, a Work Plan is developed upon the award of a contract, and has two parts – the Start Up Protocol, and the ongoing Work Plan used once the start up has been completed. Below we first outline the procedures used for a Start Up Protocol, and then the Work Plan itself that would be used. We have found that a Work Plan is not likely to be successful unless there is a successful start up first. These procedures are modified as necessary in the event that UCS is awarded a contract for a building UCS currently services.

START UP PROTOCOL

GOALS

Our first activity upon an award of contract for custodial services will be to visit each building/facility and meet with the designated key personnel of each site for the purpose of gathering information. A City of Austin representative familiar with the scope of contract must be present for these site evaluations. Through these meetings, we will verify the goals and requirements of the contract and the special needs of each specific department. An *Analysis by Area* checklist will be compiled through these meetings. We will seek to establish, by building and by area:

1. Verify scope of contract
2. Any special considerations per building/site
3. Productivity goals
4. Communications goals
5. Schedule goals
6. Equipment needs
7. Safety and security protocols

The primary tool to accomplish these items is our *Start-Up Questionnaire Form* uniquely designed by UCS. This form allows us to establish and document the basic structure of conversation when meeting with key personnel of each building or office. After completing these face-to-face visits with key personnel, each questionnaire is then compiled into a *Hot Items List* that can be used by UCS staff and building supervisors. This list provides a check-list for the on-site supervisor to use while conducting his quality inspections at each location.

MOBILIZATION PLAN

Upon receiving notice of an award of contract, UCS will:

HIRE: Publish requirements for existing custodial workers from existing contractor who wish to apply for transition to UCS worker status. Begin evaluation of applications from existing workers who wish to remain and qualify via our pre-employment screenings.

- We typically prefer to have a 60:40 staffing to start. There would be 60% of veteran employees of UCS and 40% new janitorial staff whether that 40% be employees retained through the existing contractor and through completely new hires that have completed screening and UCS janitorial training.
- Supplement existing cleaning staff as required to provide services of highest quality, in keeping with UCS standards. Conduct daily orientation sessions on company rules and regulation, safety training, policies and procedures of this particular job site.
- Conduct background checks and drug screening of all employees, new and existing.

TRAIN: Train all personnel in the proper and safe use of equipment, regardless of ownership.

- All personnel will successfully complete a minimum of a four hour class to be conducted by an Operations Manager.
- Train or re-train all workers on the importance of good maintenance and safe operation of all equipment to be used.
- Train all personnel in the hazards of all chemicals that will be used at each site.

DOCUMENT: Generate and distribute site telephone list and Emergency Contact list to all appropriate people identified as Building/Site key personnel for the City of Austin.

- Obtain MSDS sheets for any and all chemicals to which custodial workers may be exposed. Provide copies as required to each site/facility.
- Determine the specific needs of each facility and mobilize the equipment needed to address those needs.

TRANSITION PLAN

UCS is accustomed to assuming responsibility in facilities currently maintained by other contractors. UCS will first focus on areas where cleanliness is essential to employee welfare, and areas where a good impression is essential for guests and visitors.

ANALYSIS BY AREA

UCS will inspect and document each contract zone as follows:

1. Document existing cleanliness conditions
2. Document client's perception of existing problems
3. Investigate possible causes for existing problems
4. Establish probable solutions for existing problems
5. Prepare list of target outcomes during transition

HUMAN RESOURCE TRANSITION

When possible, UCS will strive to meet our 60:40 contract ratio and retain some existing custodial workers if they comply with UCS (and City of Austin) company policy and criteria:

1. Criminal and background check to meet City of Austin requirements
2. Drug-free test results
3. Employment skills
4. Performance history

All workers to be retained from the existing work force will be re-tested, based on the criteria listed above, regardless of previous position, seniority or work history. Existing workers not willing to comply will be excluded from consideration for employment with UCS.

WORK PLAN

It has been our experience that "Team Cleaning" is the most effective use of manpower and equipment. Each facility has unique characteristics which require the contractor to be flexible in the approach and execution of the Team Cleaning concept. With this in mind the basic concept is always a good place to start when developing the final cleaning plan.

Team Cleaning (basic structure):

- Trash Removal Specialist
- Kitchen and Detail Dusting Specialist
- Vacuum Specialist
- Restroom Specialist
- Floor Team (as meets Contract Schedule)

When forming a team for a facility it is important to remember a few things:

- Each person has their likes and dislikes. If there is a specific job they like doing they will do it better and faster than most other people. Allow people to work to their strengths.
- Cross training is still a requirement. As the first specialist completes his/her duties they should fall back and help the second team member. This is true for each specialist, as they complete their task they fall back and help the next in line.

i. We have extensive experience in coordinating schedules and satisfying the daily required operations and duties as outlined in this Scope of Work. Upon award of the contract, UCS Operations will create a daily/weekly/monthly/semi-annual/annual calendar of services at each location/facility. This document may then be utilized for scheduling as well as evaluation on behalf of the customer and the contractor.

a. We have attached a sample copy of the daily duties schedule that is utilized by day porters. For night technicians, duties are segregated using the Team Cleaning concept described above, and duties specific to each position are provided to employees using color-coded instructions. By color coding and writing simple, clear instructions, we have found that our cleaners are more able complete all required tasks in the allotted time without missing any tasks. Copies of these instruction sheets are attached; these services would

typically be provided 6:00-10:00 p.m. A final detailed log of duties performed at each location covered under this Solicitation will be finalized and submitted upon award and inspection of the site locations.

Crew size for night work is dependent upon the applicable building size. To satisfy the scope of work as outlined in this solicitation, site supervisors will conduct a final walk thru at the end of each (day or evening) shift to verify that all tasks/duties have been successfully completed during that shift.

b. Monthly, Semi-annual and Annual service requirements will be coordinated between UCS Operations and the City liaison for each department/location requiring these services. To ensure minimal disruption to the working environment of City employees during these scheduled services, UCS will work with City staff to prepare in advance, a checklist of reminders as well as posted notices to staff members of the upcoming scheduled maintenance. A sample calendar to be utilized at an Austin Water facility for monthly floor care is provided as an example.

Once the Work Plan has been implemented, UCS uses an ongoing Quality Control Plan to manage and control daily operations and ensure contract requirements are met as well as adherence to safety and sustainability protocols. Operations Managers perform a weekly inspection of each facility and complete an internal Operations Inspection Report (sample attached). This provides ongoing assurance that all areas covered by the contract are being addressed. It also provides UCS upper management information for ongoing training, recognition of outstanding performance and the ability to recognize patterns of issues across facilities that may need to be addressed. Also attached is information on how UCS supervises employees.

SAMPLE DAY PORTER SCHEDULE
MONDAY THRU FRIDAY FROM 6:00 A.M. TO 4:00 PM

6:00 AM to 7:00 AM

Walk around the building and parking lot, collecting and disposing of any debris, trash, cigarette butts.

7:00 AM To 7:30 AM

Empty trash cans in the parking lot, rest areas, and entrance to the building.

7:30 AM to 8:00 AM

Clean lobby glass entrance in and outside, put magazines and furniture back in place.

8:00 AM to 9:00 AM

Check kitchen: wipe down tables, counter top, remove any stains from front of the appliances remove and dispose of trash from the trash cans.

9:00 AM to 9:15 AM – Break

9:15 AM to 10:00 AM

Check restroom: wipe down mirrors, counter top, sink, restock toilet paper, refill hand soap as needed and restock paper towels.

10:00 AM to 10:30 AM

Clean lobby glass entrance in and outside, put magazine and furniture back in place.

10:30 AM to 11:00 AM

Check elevators and clean any fingers print in and outside.

11:00 AM to 12:00 Noon – Lunch

12:00 PM to 1:00 PM

Check restrooms: wipe down mirrors, counter top, sink, restock toilet paper, refill hand soap as needed and restock paper towels.

1:00 PM to 2:00 PM

Check kitchen: wipe down tables, counter tops, remove any stains from front of the appliances and remove trash from the trash cans.

2:00 PM to 2:30 PM.

Clean lobby glass entrance in and outside, put magazine and furniture back in place.

2:30 PM to 3:30 PM.

Search for and replace any defective lights.

3:30 PM to 4:00 PM.

Check elevators and clean any fingers print in and outside.

4:00 PM - Clock out. *Thank you for your hard work.*



TRASH SPECIALIST

EMPTY EVERY TRASH CAN IN THE OFFICE SPACE CHANGE PLASTIC BAG IF NEEDED IT PUT BACK IN PLACE

WIPE ANY SPOT ON THE WALL OR BEHIND TRASH CAN.

SPOT CLEAN ANY SPOT ON THE CARPET OR FABRIC CHAIR.

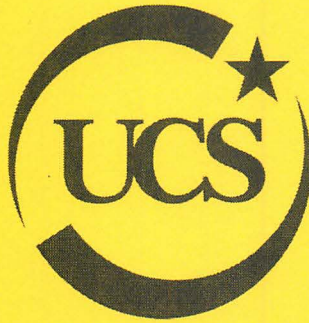
SPOT CLEAN ANY FINGERSPRINTS ON GLASS PARTITIONS

CLEAN IN AND OUT THE ELEVATORS.

CLEAN ENTRY DOORS, FRONT DESK, DUST LOBBY PICTURE FRAMES AND ENTRANCE DOOR TRACKS.

WASH ANY TRASH CANS WITH BAD ODORS. DRY IT, PUT BACK IN PLACE.

THROW AWAY ALL BUILDING TRASH. LEAVE CART READY FOR NEXT DAY



KITCHEN AND DETAIL DUSTING SPECIALIST

WIPE DOWN TABLES, TOP OF REFRIGERATOR, SNACK MACHINES, MICROWAVE, VENDOR MACHINE AND WINDOW SILLS.

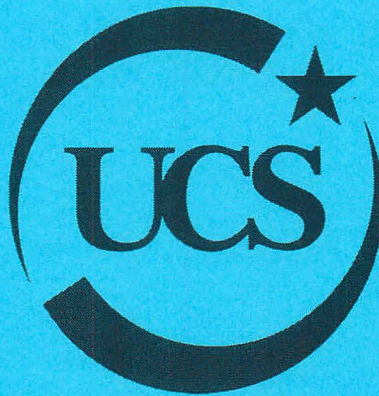
CLEAN SINK, COUNTERS TOP, OUT SIDE THE REFRIGERATOR AND SNACK MACHINE, WATER FOUNTAIN AND BEHIND OF TRASH CANS.

CLEAN LIGHT SWITCH, SWEEP AND MOP THE FLOORS

WIPE DOWN CONFERENCE TABLES, CHAIRS LEGS, DESK, TOP GLASS , GLASS DOORS, DUST CORNER AND BASEBORD.

DUST MINI BLINDS, UNDER DESK, TOP OF BOOK SHELF AND ANY OFFICE FURNITURE.

SPOT CLEAN ANY SPOT ON THE WALLS, GLASS, WOOD DOORS, AND WINDOW IN CORRIDORS AREAS.



VACUUM SPECIALIST

VACUUM UNDER DESK, CHAIRS, CONFERENCE TABLES AND WAITING AREAS.

REMOVE AND VACUUM UNDER TRASH CANS, CORNERS, EDGES

VACUUM EVERY TWO WEEK IN THE OFFICE SPACES.

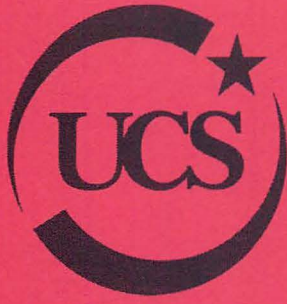
VACUUM EMERGENCY STAIRS ONCE PER MONTH.

VACUUM ALL EDGES ON HALLWAYS AND MATS IN BUILDING ENTRANCES.

ONCE PER MONTH DETAIL VACUUM OFFICES, CHAIR, EDGES AND CORNERS.

EMPTY FILTER BAGS EVERY NIGHT WHEN .

LOCK/SECURE OFFICE DOOR AND TURN OFF LIGHT.



RESTROOM SPECIALIST

Spray Disinfectant chemical on toilets/urinals let set for 10 minutes.

Dust air vents, molding, partitions and top of walls.

Restock paper towel, toilet paper and hand soap in each dispenser.

Wipe down all walls, around the toilet and urinals in & out, counters tops, sinks, water faucet, chrome fixtures and doors handles.

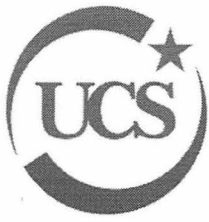
Clean mirror sweep and mop the floors

Empty mop bucket & leave clean water for next day.

MAY 2017 FLOOR SCHEDULE AUSTIN WATER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Spray buff the lobby	2 Spray buff first floor kitchen	3 Spray buff second floor kitchen	4 Spray buff Third floor kitchen	5 Spray buff fourth floor kitchen	6
7	8 Spray buff fifth floor kitchen	9 Spray buff lobby	10 Scrub first restroom floor	11 Scrub second restroom floor	1 2 Scrub third restroom floor	1 3
14	15 Scrub fourth restroom floor	16 Scrub fifth restroom floor	17 Spray buff lobby	18 Spray buff first copy room	1 9 Spray buff second fl. copy room	2 0
21	22 Spray buff Third fl. copy room	23 Spray buff Fourth fl. Copy room	24 Spray buff lobby	25 Spray buff fifth floor copy room	2 6	2 7
28	29	30	31 Spray buff lobby			

Mon [Date]	Tue [Date]	Wed [Date]	Thur [Date]	Fri [Date]
8	8	8	8	8
9	9	9	9	9
10	10	10	10	10
11	11	11	11	11
12	12	12	12	12
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5



Operations Inspection Report

Overall UCS Standard

1 2 3 4 5 6 7 8 9 10

Account Name _____ Contact/Title _____
Address _____ UCS Technician/# _____
Cleaning Freq. _____ Inspection Date/Time _____

NW = Needs Work

OK = Acceptable Standard

Entry/Lobby

Glass

Doors

Tile/Carpet

Comers/Edges

Furnishings

Offices/Work Areas

Baseboards

Corners/Edges

Tile

Carpet

Trash Containers

Desks/Chairs/Counters

Phones

Light Switches

Blinds

Partition Glass

Vertical Surfaces

Low Dusting

High Dusting

Ledges/Pictures

Water Fountains

Other

Restrooms

Tissue/Towels

Soap Dispensers

Napkin Container

Trash Container

Walls

Stalls

Toilets

Urinals

Basins

Under Basins

Counter Area

Bright Work

Mirrors

Floors Comers/Edges

Ceiling Vents

Kitchen/Coffee Bar

Counter

Sink

Floors Comers/Edges

Tables/Chairs

Front of Appliances

Vending Machines

Trash Containers

YES/NO

Has UCS Technician corrected past problems: _____

Weekly/Monthly Technician/client communication? _____

Supply closet in order? _____

Communication log in use? _____

If no why? _____

Client's comments: _____

OPS Mgr. Comments: _____

Operations Manager

Date



About Employee Supervision



PROFESSIONAL • QUALITY SERVICE • GREAT PEOPLE • RELIABLE

UCS Employee Supervision

Supervising employees while providing detailed schedules...

Supervision of Cleaning Technicians

UCS works closely with each on-site supervisor to develop methods for providing effective supervision. As part of a monthly training course required for each on-site supervisor, we cover effective methods of supervision including team playing techniques, adherence to pre-determined cleaning schedules, and corrective coaching actions. In these class settings, supervisors are educated in reviewing, approving, and enforcing employee clock-in and clock-out times as well as enforcing the approved cleaning schedule for each employee. It is the responsibility of the on-site supervisor to ensure employees arrive on-time, and that each employee begins his shift immediately upon arrival or at the appropriate time that the shift begins. The on-site supervisor reports directly to the Account Manager.

Timesheets and Interactive Voice Response (IVR)

All hourly employees involved in each account are required to properly fill out timesheets with the start time and finish time of their shift. The on-site supervisor must supervise the signing-in and signing-out of each employee as they begin and end the scheduled shift. In some cases, depending upon the size and availability of each janitorial account, UCS implements an IVR System. The IVR System allows the cleaning technicians to call in from a land line phone to clock-in and clock-out according to their shift schedules. Only the pre-designated land line is recognized by the IVR System requiring the employee to be on-site at the time of the call. Within 15 minutes of the start of the shift, if there has been no call received from the cleaning technician, an automated alert will be sent both to our corporate office and to the assigned Account Manager.

Open and Constant Communication

The Account Manager and the assigned on-site supervisor communicate constantly with all cleaning technicians for each account. This applies to communication made at the beginning, during, and each shift. Also, employees are encouraged to give three weeks notice of any scheduled appointments or requested time off when possible. Any requested time off must be submitted in writing and approved by a member of our corporate office. It is the responsibility of the Account Manager to handle any scheduled and unscheduled absenteeism while communicating with customer.

Our Mission

To be uncompromising about customer service, to treat our customers and employees with respect and integrity, and to be the best cleaning company in Texas.

Our 100% Guarantee

At UCS, we stand behind our work 100%. If you are not satisfied with the work that we have done, please let us know, and we will do everything that we can to fix the problem.

Our Affiliations

We are a member of the *Better Business Bureau of Central Texas*, the *Austin Apartment Association*, the *Apartment Association of Central Texas*, the *Austin Chapter of the National Association of Residential Property Managers* and the *Building Owners and Managers Association*.



Austin (Corp. Office)

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Toll-Free: 844-385-6600 (24-hour)

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www.ucscorporations.com.



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Solicitation No. MDD0201

Communication Plan – 5(B)

i. As previously mentioned, we believe in open and consistent lines of communication. This applies to communications with both UCS employees (internal customers) as well as City staff and Contract Managers. A sample copy of a Communications Inspection Form is attached. These documented reports serve as an ongoing log of services performed as well as additional services that may be needed.

Staffing, scheduling, or scope changes, whether identified by UCS or the City staff will be relayed via e-mail to the applicable parties as necessary.

Whether utilizing City of Austin forms for evaluations, or UCS' proprietary set of recorded inspections/evaluations/client communications – these forms should be shared and discussed with the Contract or Building Lead for both the client and UCS.

ii. UCS feels it is essential to maintain open, honest and frequent communication channels with its clients. For this reason, we recommend that our on-site Project Manager stay in touch and available to the City liaison at all times via e-mail and by cellular telephone. We also encourage a face-to-face meeting at least once per week for the first thirty days of the contract, and at least once per month thereafter.

The UCS Senior Janitorial Operations Manager is the primary point of contact for customer complaints, but any of the UCS personnel assigned to the contract or shown on the Staff Organization Chart are available to the City's representatives as needed. If there is an issue that the Senior Janitorial Operations Manager is not available or able to solve to the City's satisfaction, the typical escalation would be to the Division Manager and then, if necessary, to UCS' President.

UCS has an ongoing system to track and monitor customer feedback and complaints received via e-mail, and these are reviewed in weekly meetings with the management team to ensure that they have been addressed. A log of these meetings is maintained and then reviewed at the subsequent week's meeting.



Communication Inspection Form

SAMPLE

Site Evaluation Overall Rating

1 2 3 4 5 6 7 8 9 10

Building/Site _____ UCS Technician/# _____

Cleaning Freq. _____ Inspection Date/Time _____

Entry/Lobby: _____

Offices/Work Areas: _____

Restrooms: _____

Kitchen/Vending: _____

Has UCS Technician corrected past problems? _____

Weekly/Monthly Technician/client communication? _____

Supply closet in order? _____

Communication log in use? _____

Client's comments:

OPS Mgr. comments:

As Applicable

Additional work to be scheduled: _____

Location: _____

Timeline: _____

Follow Up Date: _____



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Retention Plan – 5(C)

UCS Employment Policies
Recruiting – Rewarding – Retention

i – UCS' Mission statement is:

To be uncompromising about customer service; ***to treat our customers and employees with respect and integrity***; and to be the best cleaning and reconstruction company in Texas.


Our Management Team (with over 65 years' combined employment at UCS) is approximately one-third female, 50% minority, and nearly half of them were promoted internally to higher positions within the company from their original starting position.

Our overall employee base is comprised of over two-thirds minorities and UCS has a comprehensive and ongoing training program with the goal of promoting employees from entry-level cleaning positions, to team leads, to operations managers and beyond.

ii – Our company approach to building strong employee relationships, morale, and long-term career trajectories is simple: we believe in hiring quality people; providing them with the training, oversight, and tools to do their jobs; giving them opportunities for personal and professional growth and advancement within the company and in the community through volunteer activities and civic involvement; and rewarding them in terms of recognition programs, promotions, and a strong sense of "work family."

Our Operations Managers meet daily with their Team Leads. Team Leads meet daily with technicians. At least once per month, Operations Managers host a training and information meeting with all UCS technicians at each facility. At this time, safety information, updates on chemicals or equipment, inspection results, and recognition and compliments are shared with the full team. At any time, during or away from these meetings, UCS technicians have access to Operations Managers via cell phone or email access as it is printed on all UCS business cards.



iii – All full-time UCS employees (after a 60 day new hire eligibility period) are entitled to participate in the company's health insurance benefits program which also includes dental and vision coverage. All employees (full- and part-time) are eligible to participate in the company's retirement plan, which includes a company match of 3% of the employees' pay. Full-time employees are also eligible for vacation accruals. The company provides on average of 8-11 paid holidays per year, depending upon the calendar. The City's Living

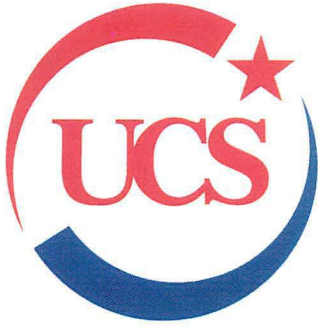


Wage provision also helps to reduce turnover. Employee pay rates are evaluated on an annual or bi-annual basis, depending upon division and employment status, unless an employee is granted an internal promotion, at which time, status is evaluated at the time of new title appointment. Full-time employees are eligible for annual holiday bonuses. Employment anniversary dates are recognized and broadcast by the company President.

iv – National janitorial company average employment turnover has been recorded at 65-75% annually. Our average annual turnover for the past three years stands at 42%.

UCS recognizes that satisfied employees tend to become long-term employees. We routinely recognize employee anniversaries, family happenings, host staff appreciation events and promote employees to increasingly responsible positions when warranted by performance and reliability. We have found that one of the primary causes of turnover at UCS is not employee dissatisfaction but rather changes in family circumstances that require an employee to move or discontinue working. We routinely re-hire employees who had left for personal reasons once they are again available to work.





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Solicitation No. MDD0201

Experience & Qualifications – 4(A)

UCS was founded in Austin in 1996 as part of a small franchise system. Eric Maxwell, currently the company's Vice President, moved from Waco, the location of the franchisor, to Austin to open this office. In 2000, the franchisor discontinued operations, and as a result UCS became an independent company.

In 2003 Ben Wells, a former corporate attorney, purchased the company. In 2006 the company opened an office in Belton, serving the Temple/Killeen area, and in 2009 the company opened an office in San Antonio. Mr. Wells continues to own the company today and is active in its day-to-day operations.

Our expertise is in commercial cleaning, and we have extensive experience in large scale janitorial and floor care projects such as those outlined in this solicitation. Our customers are approximately 95% commercial and 5% residential.

Janitorial services have been provided by UCS for some of the largest property management companies and governmental organizations in Central Texas, for clients such as:

- Capital Metropolitan Transportation Authority (Cap Metro)
- City of Austin Water Department
- State of Texas
- Stream Realty
- TIG Realty
- Greystar
- Gables Residential Trust

In addition, we also work with large construction/contracting companies on final detailed cleans for the opening and operation of some of Austin's largest retail and commercial spaces, and have worked with the ALoft Hotel at the Domain and the Driskill Hotel Austin.

UCS has been contracted as a private subcontractor, but approved by the US Department of Defense, as a certified cleaning specialist for haz-mat and trauma scene cleaning, as well as basic make ready cleaning for Fort Sam Houston in San Antonio, and Fort Hood in Killeen, Texas.

We have a subsidiary, UCS Restoration, that provides fire, wind, water and mold damage restoration. UCS Restoration is licensed as a mold remediation company by the State of Texas, License #RCO1008. UCS also holds a UCS EPA Lead Safe Certification (No NAT-25347-1) and is an IICRC Certified Firm (No 178845). UCS is an active member of the Building Owners and Managers Association (BOMA).

Our company's mission statement is to:

- be uncompromising about customer service;
- treat our customers and employees with respect and integrity; and
- be the best cleaning company in Texas.

At UCS we believe that we have an obligation to make a positive difference in the communities that we serve. As a result, we support financially and with volunteer hours the following charitable organizations: The Doc and Gayle Young Fall Food Drive, JDRF, Dell Children's Hospital, the Seton Fund, Imagine A Way, and the Military Child Education Coalition.

Additional information about UCS' services, employment matters, training and security control follow, along with Letters of Recommendation.



PROFESSIONAL • QUALITY SERVICE • GREAT PEOPLE • RELIABLE

Full-Service Janitorial

Offering services for commercial buildings, schools, retail, and more...

Full-Service Cleaning

UCS is a local, full-service janitorial company committed to our customers' satisfaction as well as to our customers' tenants/occupants. We're dedicated to the tailored needs of each individual tenant resulting in satisfied accounts across Austin. Customers are our priority!

Servicing the Greater Austin Area

We offer services to a wide-range of customers all across the Greater Austin area. We specialize in Master Agreements for multiple-site contracts as well as supply our one-site locations with professional, reliable janitorial service. We reach from San Antonio to Georgetown, and from Bastrop to Dripping Springs, and are expanding more as we continue to provide our customers with great service.

High Quality Service from Great People

We provide high quality service because we hire great people. Our cleaners undergo a rigorous training program and are subject to criminal background checks in compliance with Chapter 145 of the Texas Civil Practice and Remedies Code. Our cleaners are uniformed at all times on job sites.

Comprehensive Proposals and Site Evaluations

UCS offers only professional, comprehensive proposals specifically customized to meet your and your tenants' needs. We'll always offer solutions as well as plenty of options to better meet the needs. We assess each proposed account thoroughly. Our clients deserve the services of a company that understands their specific business needs and is focused on their success. At UCS, we emphasize professionalism, integrity, and responsibility in every aspect of our operation. We would be proud to be among those you look to for professional assistance for your cleaning, janitorial, and building maintenance needs.

Other Services are Available

In addition to providing great janitorial services, we also offer carpet cleaning service, make-ready maid service and air duct cleaning services. Through our subsidiary, UCS Restoration, LLC, we provide fire, wind and water damage restoration, and mold remediation services (TX License No. RCO1008).

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Austin (Corp. Office)

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Quality Assurance Program

Improving ourselves means improving our customer's reputation...

Monthly Score Inspection

We use a unique Quality Assurance Program utilizing a check list uniquely designed and tailored by UCS to measure the janitorial quality in each of our buildings. Dependent upon the size of the project, a scheduled inspection is performed by one of our trained managers on a monthly basis. The inspection scores are evaluated by our executive staff, and are used as a measurement tool for performance-based cleaning. Other routine inspections are completed nightly, weekly, and as scheduled by the assigned front-line supervisors and/or the assigned operational managers.

Periodic Surveys to Customers

Periodically, we issue a general customer survey to all our customers. We always are interested in the first-hand perspective of the customer. These surveys are typically sent out on a quarterly basis. The results taken from these surveys are also used to measure the deficiencies or success of the assigned managers and their assigned accounts.

Periodic Surveys to the Customers' Customers

Periodically, we also issue a general customer survey to all of our customers' tenants and/or occupants (with the prior approval of our primary client). We are especially interested in the satisfaction of the tenants as well. These surveys are typically sent out on a quarterly basis. The results taken from these surveys are also used to measure the deficiencies or success of the assigned managers and their assigned accounts.

Weekly to Monthly Meetings or Other for Larger Accounts

At UCS, communication is essential. We operate and provide a unique cleaning experience by staying proactive and meeting regularly with customers on a one-on-one basis. A mutually convenient, routine meeting is typically scheduled for our larger clients.

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Security Control Points

Securing areas and protecting your investments is crucial...

Secure Areas will be Pre-Designated

At UCS, we always make it a priority to discuss any secure areas that have certain restrictions and/or special instructions. It is not uncommon for an office space to have a secure, off-limit area; we pre-designate these areas as Secure Areas and avoid accessing them at the discretion of the customer. At times, an approved badge, special ID card, or FOB key is required to pass security check points; UCS is familiar with these types of processes and will ensure that these processes are followed.

Security Check Point System for Designated Interior

After a contract is awarded, and during our start-up process, we meet with management and walk-through the site evaluating each cleanable area. In the event that there are doors that need to be locked after cleaning is complete, we use our fail-safe process for identifying which areas and/or which doors need to be secured nightly. UCS's trained staff will properly identify these areas during their daily or nightly shift.

Alarm Systems and Exterior Doors

Along with securing all interior areas and doors properly, we always confirm with each tenant the step-by-step processes for any security alarms or other security measures needed before entering or exiting the cleanable space. All exterior doors are locked after each entering and exiting of the building.

Key Inventory and Issuance

At UCS, building keys are handled like money...well accounted for and stored away in a safe place. We take key handling and inventory seriously. Due to the large volume of keys needed in a given building, and the number of hands that keys go through, UCS has developed a Key Inventory Inspection Program. All employees undergo an orientation and training program where this program is emphasized. We do not accept losing keys, misplacing keys, compromising security, or allowing misuse of any key privileges at UCS. All related matters are dealt with seriously and we take extra precautions to avoid all foreseeable difficulties.

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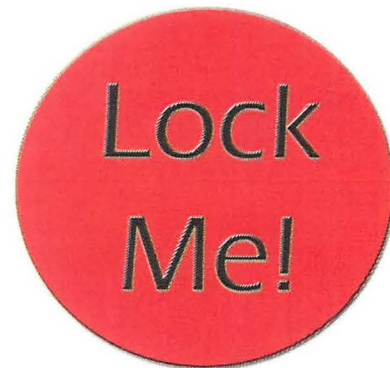
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Securing the Right Doors

Supervising cleaners while providing detailed schedules...

Making Easy Decisions

UCS is continually developing ways to simplify the cleaning process. The easier it is for a janitor to work, the more he or she can accomplish. The fewer individual decisions that must be made during the cleaning shift by the cleaning staff the less likely a cleaning item will be missed. For these reasons, a coding system is followed by our staff which indicates which interior doors must be locked after cleaning each individual office. A red dot placed inside the door jamb represents that the door must be closed and locked. From the first day of hire to the first days on the property, our cleaning technicians are trained and reminded of this red dot system. The red dot system removes the possibility of forgetfulness and promotes good habits of securing the doors which must be locked after cleaning is complete. These doors are identified by both the tenant and the assigned UCS Account Manager during our start-up process which is completed and submitted in writing to the Property Manager before our commencement date of service.

Checking Secure Areas Nightly by Our Supervisors

During the last hour of the shift, our supervisor will walk through the building checking the status of the cleaning technicians, checking the finished quality of work, and checking off a mandatory itemized list of tasks completed. As part of a nightly routine for the supervisor, checking the doors with red dots as well as all entry doors to each suite is on the list of items to check. All entrances to any suites as well as all entrances to the building are always be locked at the end of the shift; hence, the only doors that would require red dots are those individual office doors within a tenants' suite. After each night of service, the supervisor must report that he or she has physically checked all properly marked doors to his or her direct supervisor who is a UCS Account Manager.

Nightly Communication by Our Managers

After each night of service, the supervisor communicates with the assigned Account Manager about all work accomplished that night, which suites had personnel working after hours, and which alarms were properly armed. After each night of service, the Account Manager communicates all relevant information to the Property Manager. This is normally done via e-mail. In addition, a cleaning log book is utilized which is located in the designated office in each building.

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Our Training Programs

Providing the best employees means providing the best training...

Orientation Training

Every new-hire must attend a mandatory pre-screening orientation conducted by one of our trained professionals at our corporate office. These orientations will include a combination of training clips and presentations of company history and structure, cleaning program, chemical safety, security measures, equipment usage, uniform requirements, and more. These hands-on orientations allow our candidates to experience to some degree what type of work will be involved, and allow them a first-hand experience of what will be expected on the job.

On-the-job Training

After an employee is screened and employed, their first assignment is to an existing account where they are introduced to the project, project coordinator, and the team members. Under the guidance of a supervisor, the candidate is working in one of our four cleaning specialties. Routine monitoring is done for a length of time as the employee learns his or her role as part of the team. Periodically, short on-site trainings are conducted before the shift begins with all of the team members present.

Training Program for Supervisors

Training is key to our success. We dedicate substantial resources to a monthly training program designed to equip our supervisors with the knowledge they need to properly service their accounts. At UCS, we are devoted to staying abreast of the latest technology and safety standards and we are committed to educating our account supervisors in order to effectively and efficiently exceed our customer's expectations. Not only has this monthly training program provided a confidence in our supervisors but it has also equipped and encouraged them to be more proactive.

Training the Trainers

At UCS, we realize a training program must be conducted by trained professionals who are up-to-speed with the latest technology and knowledgeable of the most current building standards and regulations. We invest substantial time and energy keeping our managers and training personnel up-to-date by attending various janitorial trade shows, local and national certification classes, seminars, and attending many local courses and building management functions.

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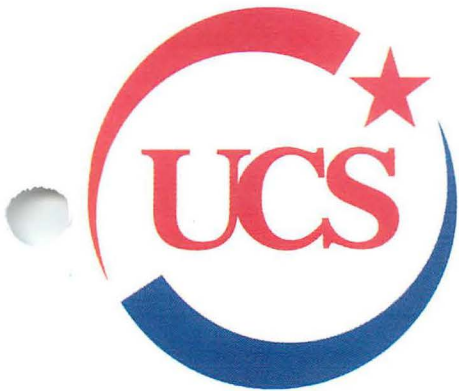
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About Our Employees



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UCS Employees

Pre-screening, interviewing, hiring, training, promoting, succeeding...

Recruiting the Right Workers

UCS works together with and utilizes the services of local recruiting firms to identify those candidates best suited for janitorial services. In addition, our select recruiting firms recommend those qualified janitorial candidates who have completed a general 40 hour course in custodial services (the training course that is offered by our select recruiting firms is conducted in addition to UCS training programs). As well as outsourcing part of the recruiting process, UCS is continuously generating a general employee pool utilizing various advertising methods such as local newspapers, local job fairs at various public traffic-ways, word of mouth referrals, and UCS offers incentives to its employees for referring friends or relatives.

High Quality Service from Great Employees

We provide high quality service because we hire great people. Our cleaners undergo a rigorous training program and are subject to criminal background checks in compliance with Chapter 145 of the Texas Civil Practice and Remedies Code. Candidates must also complete a drug screening prior to any job placement within UCS.

Training Floating Employees for Absenteeism

UCS usually employs floating replacements. These floating employees are usually day-time employees who rotate between accounts; servicing a minimum of one different account every month at the discretion of UCS and with the approval of each related customer. Training floating employees at different sites allows UCS to offer more competent "fill-in" personnel in the event of expected and unexpected absenteeism.

UCS Employee Uniforms and Badges

UCS Cleaning employees are required to wear our uniform and name badge at all times upon arrival at the site and throughout the duration of their shift.

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Account Management

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Account Management

Measuring for success is planning for guaranteed results...

UCS Management Approach

We believe that success can be measured in formulas and methods. All success has a formula. Although following a successful formula may not always guarantee flawlessness, it minimizes failure. In all facets of our operations, we evaluate the janitorial history of each account for common errors, implement proactive solutions for the present based on our assessments, and purposely outline goals for tangible future success for all our accounts. Our primary tool utilized to achieve this goal is our exclusive 106 Point Janitorial Inspection (used to measure general office environments) and our Clean Room Protocol Inspection (used to measure clean room environments).

Overview of Account Management Team

UCS dedicates a seasoned Account Manager to each new janitorial account. This seasoned janitorial manager must have a proven track record in exceeding customers' expectations while effectively managing at least one other janitorial account. Depending on each account, typically an Account Supervisor or a Lead Technician (a lead technician is a working-supervisor) is assigned to each account. This Account Supervisor or Lead Technician will be an on-site employee responsible for the day-to-day cleaning operations. This Account Supervisor or Lead Technician reports directly to the Account Manager. He or she also participates in a formal training class held at our corporate office at least once monthly in a class-type environment in addition to daily instruction and training. Also, the Account Manager and the Account Supervisor (or Lead Technician) meet weekly to discuss on-going operations and hot-items of the week in addition to daily communication.

Open Communication with our Management Team

The Account Manager will provide to the Client the best contact information at all times such as the following: UCS emergency number, the Account Manager's office number including any extension, the Account Manager's company cellular phone number, the Account Manager's company e-mail address, the Account Supervisor's cellular phone number, any company e-mail for the Account Supervisor, and any hand-held device contacts for any on-site UCS employees.

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May 9, 2017

RE: Letter of reference

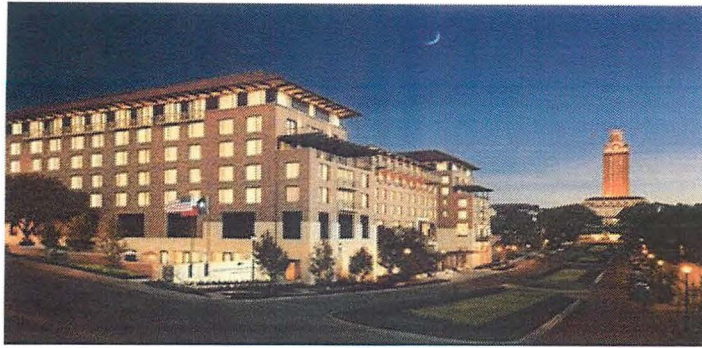
To whom it may concern:

By way of introduction, my name is Tom Scott and my company has worked with Jorge Carcamo and UCS for many years. He and his crew are excellent with both day porter and nightly cleaning. They have also excelled in special cleaning such as carpet and hard floor maintenance. Jorge is conscientious, consistently quick and responsive to special requests or adjustment to programs based on individual tenant/property requirements. Any problems are always resolved personally and efficiently. Currently we work together on suburban Class A office.

I would recommend him and his company for your cleaning maintenance needs.

Sincerely,

Thomas T. Scott
Senior Property Manager
TIG Real Estate Services



AT&T EXECUTIVE EDUCATION AND CONFERENCE CENTER

THE UNIVERSITY OF TEXAS AT AUSTIN

May 1, 2017

To Whom It May Concern,

I've had the pleasure of working with UCS for almost 15 years. Their responsiveness, level of professionalism and customer service is unsurpassed. I have nothing but the highest regard for the company as a whole and the individuals that make it all happen. They exemplify the type of customer service we all aspire to give!

Cristi Rawlings
Project Manager
AT&T Executive Education and Conference Center

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www.meetatatexas.com

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(901) 377-6480 Fax

NASHVILLE
200 River Hills Dr
Nashville, TN 37210
(615) 254-6099 Off
(615) 245-3232 Fax

AUSTIN
101 Tradesmen Dr
Hutto, TX 78634
(512) 733-0600 Off
(512) 733-0602 Fax

ATLANTA
1035 Research Ctr Dr Ste A
Atlanta, GA 30331
(678) 489-2900 Off
(678) 545-0689 Fax

May 5, 2017

Rob Walters – Director of Operations
Contractors Incorporated
101 Tradesmen Drive
Hutto, TX 78634

To Whom It May Concern:

I am the operations director for Contractors Incorporated in Austin, TX – a general contracting firm specializing in commercial and multi-family renovation projects. I have been doing business with UCS for close to 10 years, where I have utilized their services across the entire spectrum of what they offer, from maid service, to carpet cleaning and repairs, to water extraction and structural drying. Ben, Jennifer, and the entire UCS team have handled every project with professionalism and timeliness to the satisfaction of both myself and my customers.

I give UCS the highest of recommendation for their entire line of services, and would expect nothing other than the excellent customer service I have always received.

Please feel free to contact me should you have any questions.

Thank you,

Rob Walters
(512) 801-0211
rwalters@contractorsinc.com

KLINE PROPERTIES

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Austin, TX 78705
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To Whom It May Concern:

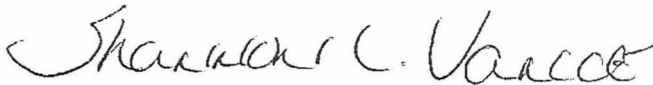
Kline Properties has used UCS for many years and they provide us with exceptional service. They understand the expectations that our office has and is willing to always go above and beyond to make sure that we are happy with the service that they provide.

They provide excellent customer service and are always quick to respond when an emergency arises. UCS always makes sure that each job that they perform for our company is completed properly and to our satisfaction.

If at any time we have any concerns or questions, we know that they are available to discuss and find a solution that works for both them and us. They are also very knowledgeable in explaining to us the work that needs to be performed so that we fully understand the process of the job.

We appreciate all of the hard work and excellent service that they provide to our office.

Sincerely,



Shannon L. Vance
CAM, CAPS, CAMT
Regional Manager

Experience & Qualifications – 4(B)

Customers that UCS has provided services similar to those covered in this RFP include:

- **City of Austin Water Department**
Contact: Augustin Cancino, (512) 972-0344. augustin.cancino@austintexas.gov
Contract Dates: June 2015-Present
Contract Custodial Services
Contract Approximate Annual Value: \$500,000
Contract Approximate Square Footage: 370,000
This contract involves extensive work with secured/limited access buildings.
- **Capital Metropolitan Transportation Authority**
Contact: Perry Dillard, (512) 389-7411. perry.dillard@capmetro.org
Contract Dates: November 2008-October 2016
Contract Custodial Services
Contract Approximate Annual Value: \$680,000
Contract Approximate Square Footage: 150,000 (included various specialized facilities)
This contract involved extensive work with secured/limited access buildings.
- **TIG Real Estate Services – Barton Oaks Plaza IV and V**
Contact: Tom Scott, (512) 732-0400. tscott@tigusa.com
Contract Dates: January 2011-Present
Contract Custodial Services
Contract Approximate Annual Value: \$275,000
Contract Approximate Square Footage: 200,000



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Solicitation No. MDD0201

Project Personnel – 4(C)

Jorge Carcamo, Sr. Janitorial Operations Manager

Project Involvement: Primary project manager and primary contact

Estimated percentage of work devoted to contract: 50%.

Max Rhorer, Division Manager

Project Involvement: Management support and secondary manager

Estimated percentage of work devoted to contract: 20%.

Ben Wells, President

Project Involvement: Overall supervision; payroll and accounts payable

Estimated percentage of work devoted to contract: 5%.

Edgar Carcamo, Janitorial Operations

Project Involvement: Employee supervision and quality control, particularly of night operations

Estimated percentage of work devoted to contract: 75%.

Vivian Gonzalez, CSR

Project Involvement: Quality control and customer communication and reporting

Estimated percentage of work devoted to contract: 25%.

Resumes for all project personnel follow.

Jorge Carcamo

jcarcamo@ucskompanies.com

Cell: 512/605-9150

Professional Summary:

Effective Operations Manager with over 30 years' industry experience. Bi-lingual in Spanish and English. Focused and dedicated to high standards of quality assurance, safety, and exemplary customer service. Proven ability to manage multiple tasks and teams simultaneously. Trained in the OS-1 System chemical system.

UCS

April 2015-Present

Senior Operations Manager

- Oversee, hire, train, and assign over 70 employees for commercial janitorial contracts.
- Properly train staff in all aspects of janitorial applications.
- Work with existing clients to expand or increase current contracts.
- Work with sales division and management to solicit new customers and expand lines of service.
- Conduct safety and Continuous Improvement of Operational Processes/Standards training.
- Product knowledge and proper application of chemicals and cleaning agents. Work with vendors on pricing, effectiveness, availability of products.
- Solution selling additional services (floors, deep cleaning, windows, power washing, carpets, strip and wax solid surface, air duct and vent cleaning etc.)

Superb Cleaning Services

September 2014 – March 2015

Construction Operations Manager

- Bid and run crews for 3-phase construction cleans.
- Maintain safe and efficient job-sites.
- Interaction with clients to maintain open communication and effectively prioritize issues needing to be addressed.
- Established cost-effective and responsive working relationships with vendors.

Kiss Cleaning Company
Operations Manager

February 2013 - April 2014

- Coordinated with all levels of the organization to complete all aspects of janitorial equipment/supplies ordering, distribution, and maintenance.
- Conducted and attended weekly meetings regarding long range plans, and requirements for program progress and improvements.
- Provided on-going quality assurance inspections to ensure customer service efficiency.
- Trained franchisee operators on business operations, supply and equipment ordering, billing and reporting procedures.

Clean TX
Director of Operations

1998-2011

- Worked with management team and customers to establish contracts and policies for work.
- Trained and worked along-side crews to ensure quality performance.
- Established vendor relationships.
- Trained others to assume delegated tasks and responsibilities.

Professional Janitorial Services
Operations Manager

1990-1998

- Maintained commercial janitorial accounts.
- Established protocols for scheduling, performance, and contract reviews.
- Established vendor relationships.
- Hired and trained employees on customer satisfaction, safety, and job duty measures.

Reference: Amanda Cox
Regional Manager
Roscoe Properties, Inc.
amanda.cox@roscoeproperties.com
(512) 505-1040

Max Rhorer, II

mrhorer@ucsccompanies.com

Cell: 512/705-2501

Professional Summary:

Experienced Operations Director and Sales Manager with International training experience. Startup and implementation experience with all size companies, contracts, and service divisions. Strong revenue and profit-growth manager. Certified Clean-Room Specialist. Certified Senior Carpet Inspector (IICRC). Certified Resilient Floor Covering Inspector (ATF).

UCS

March 2011-Present

Division Manager

- Daily oversight and supervision of Floor Care, Maid, and Janitorial Divisions, with approximately 100 employees.
- On site supervision and training staff in all aspects of floor cleaning, maintenance, and repair.
- Fleet maintenance and equipment ordering and inventory control.
- Heavy customer contact for bids, assessment, evaluation, and scope of service.
- Conduct safety and field training courses.

Bonus Building Care

May 2004-Dec. 2010

Vice President of Operations

- Led overall strategic direction for multiple branches in Texas, Alabama, and Tennessee.
- Assisted partners and franchisees in startups and acquisitions.
- Created, designed, oversaw construction, and implemented training facilities.
- Interviewed, trained, and directed administrative staff.
- Prepared budgets, forecasts, maintained P&L, and negotiated expansions.

JaniKing of Austin, Texas

May 1996-Apr. 2004

Division Manager

- Successfully managed over 400 subcontractors in Central Texas servicing over 575 accounts.
- Created and developed marketing plan for print, business guides, and publications.
- Negotiated contracts, terms, conditions, and client specifications for franchisees.
- Oversight, purchasing, delivery and inventory control for supplies, equipment, and machinery.
- Handled disputes, complaints, and service issues.
- Developed curriculum for 32-hour training program for franchisees and their employees.

Clola Enterprises

Nov. 1989-Mar 1996

Division Manager

- Hired, supervised, and trained floor care and installation technicians.
- Created and set schedules, routes, areas of responsibility, and performance evaluations.
- Developed cost and inventory control measures. Improved profit/loss and ROI.
- Led safety awareness and injury prevention courses.
- Designed patterns and installation guidelines for carpet, vinyl, tile, and wood flooring.

Ben Wells
President, UCS
512-385-6600 • bwells@ucskompanies.com

I am the President and owner of UCS. UCS provides commercial janitorial service, carpet cleaning and maid service, and fire, wind, water and mold damage restoration services. UCS has approximately 100 employees and offices in Austin, San Antonio and Belton, Texas. In 2009 and 2011 UCS was named to the *Austin Business Journal's* Fast 50 list of the fastest growing private companies in Central Texas, and in 2010, 2011, 2012 and 2013 UCS was named to the *Inc. 5000* list of fastest growing private companies in America.

I purchased UCS in the fourth quarter of 2003. Prior to purchasing UCS, I worked as a corporate and securities attorney for five years. Before that I was a teaching fellow teaching introductory undergraduate economics for two years. I have a law degree from Harvard Law School and a B.A. in Economics from Amherst College.

I was nominated for the *Austin Business Journal's* CEO of the Year Award in 2012. In addition, on November 2, 2010 I was recognized for entrepreneurship and presented with a certificate signed by Governor Rick Perry.

I am involved with several professional and civic organizations in Austin. I have been on the Board of Directors of the Austin Apartment Association since 2007 and the Board of Directors of the Austin Chapter of the Juvenile Diabetes Research Foundation since 2013. I was on the Board of Trustees of St. Matthew's Episcopal Day School from 2010-13, and served as the school's Treasurer from 2011-13. I am currently the co-chair of the Austin Apartment Association's Thanksgiving Food Drive, am a frequent instructor at Apartment Association educational seminars, and am also active in the Austin chapters of NARPM and BOMA.

Edgar Carcamo

Professional Summary:

Professional manager with strong background in adhering to health, sanitation, and safety codes.

UCS

January 2017-Present

Site Supervisor

- Sight supervision of contract janitorial work, schedules and technician assignments.
- Conduct quality walks and oversee quarterly, monthly, and weekly contract clean items.
- Track and coordinate usage and ordering of consumables and supplies.
- Coordinate schedules, cover absences, and ensure consistent staffing.
- Bi-lingual speech and writing for communication and translation.

Flour and Vine

May 2013-January 2017

Executive Chef

- Maintain a profitable kitchen working with staff, vendors, and patrons.
- Ensure staff certifications were current, and adhered to health code inspections and procedures.
- Ordered inventory and supplies, coordinated menu planning, and worked with ownership for marketing, promotions, and seasonal recipes.

Threadgills World Headquarters

September 2012 – May 2013

Assistant Kitchen Manager

- Manage staff in fast paced work environment.
- Ensure all safety and sanitation procedures were met daily.
- Logging food waste daily to ensure company food cost and profitability margins were met.
- Train and supervise employees to maintain company policy standard.

Zingers Bar and Grill

June 2012-September 2012

Head Chef

- Prepare and assemble dishes for busy restaurant.
- Maintain clean and safe working environment.
- Conduct necessary maintenance on food prep machinery.
- Ensure quality and code compliance of food, prep areas, and restaurant conditions.

Vivian Gonzalez

vgonzalez@ucsccompanies.com

Cell: 512/903-5648

Professional Summary:

Bilingual administrative/management professional. Oversee scheduling and quality control of maid service technicians for multi-family, residential, and construction cleans. Hire, train, and assign maid technicians for scheduled work.

UCS

July 2015-Present

Service Coordinator – Promoted to Division Manager

- Daily oversight and supervision of Maid technicians and scheduling of maid service jobs, with approximately 15 employees.
- Heavy customer contact for bids, assessment, evaluation, and scope of service.
- Administrative duties including payroll processing, work order/invoice preparations, scheduling, and customer service.

Body Central, North Carolina

August 2009 -Dec. 2010

Assistant Manager

- Assistant Store Manager (promoted from sales associate) for Juniors Apparel chain store.
- Assisted with coordinating schedules, floor inventory, displays, training, and cash management.
- Heavy public contact and customer service.

Templar Development

May 2008-August 2008

Site Survey Assistant

- Summer position – assisted site surveyors with lining out grids and offsets for underground utilities.

Graduate – William B. Travis High School Austin, Texas

May 2007

Completed 6 credit hours – Texas A&M University Corpus Christi

Dec 2008

Computer and Administrative Skills

Microsoft Office, QuickBooks, Multi-line telephone, General Office equipment including fax, postage, copiers and printers.

References Available Upon Request



1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
Direct: 512-385-6600
Toll-Free: 844-385-6600
Fax: 512-385-0320
www.ucskompanies.com

Solicitation No. MDD0201

Business Organization

- a. BHW Operating Company, LP dba UCS
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
Limited Partnership, Incorporated in Texas, Filing Number: 800241519
In operation since 1996, with current corporate form and ownership since 2003.
Headquartered in Austin, TX.

- b. Organizational Capacity:

The mission of UCS is to:

- be uncompromising about customer service;
- treat our customers and employees with respect and integrity; and
- be the best cleaning and reconstruction company in Texas.

We strive to achieve this mission every day. Measured growth combined with expense management and reasonable profit goals has allowed UCS' revenue to nearly triple over the past 10 years with minimal use of debt. UCS has been recognized by the *Austin Business Journal* on its annual list of largest Austin Janitorial Companies four times, has been on the *Austin Business Journal's* "Fast 50" list of fastest-growing private companies in Austin twice, and has been listed in the *Inc. Magazine* "5000" list of fastest-growing private companies in America four times.

UCS has the financial and organizational capacity to fulfill the requirements set forth in this RFP by providing the manpower, management, oversight, and administration necessary to fulfill the contract. The company's expertise is in commercial cleaning. Our customers are approximately 95% commercial and 5% residential. UCS' organizational capacity includes not only our Austin Headquarters, but when needed, employees and resources from our Temple or San Antonio satellite locations as well.

Our management team has over 60 years of experience in janitorial operations, training, management, and contract oversight. The current average tenure of our management team is over 8 years' employment with UCS. In addition, our team also has extensive backgrounds in related professions; including professional law, building trades, insurance, and association management.

UCS has been previously been approved as a Department of Defense contractor at both Fort Hood and Fort Sam Houston for janitorial, cleaning, and haz-mat and trauma scene cleaning. The vetting process to achieve such approval is very extensive and includes background screening, insurance verifications, vehicle and materials logs, and many other forms.

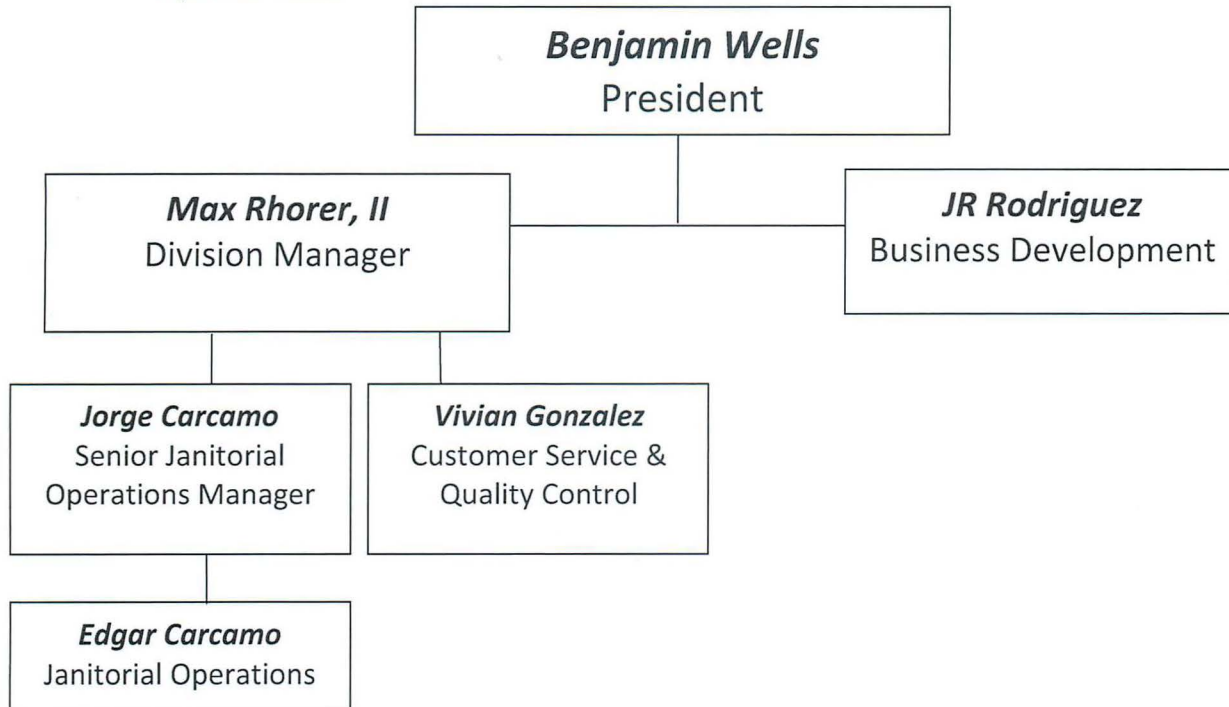
Through our involvement with professional management organizations including BOMA (the Building Owners and Managers Association), we have developed extensive relationships with suppliers, equipment manufacturers, staffing agencies, and safety training professionals. These relationships help us recruit and keep quality people, receive exceptional service and response from our suppliers and equipment providers, and ensure that our teams are up-to-date on the latest safety and industry practices.

UCS has previously provided and currently provides janitorial services to a wide range of customers, including similar projects for the City of Austin Water Utility (currently performed) and the Capital Metropolitan Transportation Authority (performed 2009-16).



Contract Oversight and Staff Organization Chart

- c. Organizational chart. The following persons shall be involved an oversight role on this contract, and report as listed:



- Ben Wells, President. Responsible for overall coordination on the contract and billing and payroll matters.
- Max Rhorer, Division Manager. Reports to Ben Wells. Responsible for ensuring that contract terms are fulfilled and quality is maintained.
- Jorge Carcamo, Senior Janitorial Operations Manager. Reports to Max Rhorer. Primary point of contact with the City's Department Contract Manager. Responsible for day-to-day management of the contract and hiring, management and supervision of contract-assigned personnel.
- Vivian Gonzalez, Customer Service Representative. Reports to Max Rhorer. Responsible for quality control and inspections of facilities cleaned.
- Edgar Carcamo, Janitorial Operations. Reports to Jorge Carcamo. Responsible for management of services, particularly night services performed under the contract.
- JR Rodriguez, Business Development. Reports to Ben Wells. Responsible for preparation of proposal and confirmation that all contract terms are met.

Although Jorge Carcamo is the primary point of contact for the City's Department Contract Manager, any of the UCS personnel listed above are available to the City's representatives as needed. If there is an issue that Mr. Carcamo is not available or able to solve to the City's satisfaction, the typical escalation would be to Mr. Rhorer and then, if necessary, to Mr. Wells.



CITY OF AUSTIN, TEXAS
Purchasing Office
REQUEST FOR PROPOSAL (RFP)
OFFER SHEET

SOLICITATION NO: MDD0102

COMMODITY/SERVICE DESCRIPTION: Custodial Services

DATE ISSUED: April 10th, 2017

REQUISITION NO.: RQM 16090700689

COMMODITY CODE: 91039

PRE-PROPOSAL CONFERENCE TIME AND DATE: Tuesday
April 18th, 2017 @ 9:00 am CST

LOCATION: Municipal Building, 124 W 8th Street
3rd Floor Conference Room,
Austin, TX 78701

**FOR CONTRACTUAL AND TECHNICAL
ISSUES CONTACT THE FOLLOWING
AUTHORIZED CONTACT PERSON:**

Matthew Duree
Procurement Supervisor

Phone: (512) 974-6346

E-Mail: matt.duree@austintexas.gov

PROPOSAL DUE PRIOR TO: May 16th, 2017 @2:00pm CST

PROPOSAL CLOSING TIME AND DATE: May 16th, 2017 @
2:00pm CST

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

LIVE SOLICITATION CLOSING ONLINE: For RFP's, only the
names of respondents will be read aloud @ 3:00 pm the day
of closing.

For information on how to attend the Solicitation Closing online,
please select this link:

<http://www.austintexas.gov/departments/bid-opening-webinars>

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired,
as shown below:

Address for US Mail (Only)	Address for Fedex, UPS, Hand Delivery or Courier Service
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # MDD0102	Purchasing Office-Response Enclosed for Solicitation # MDD0102
P.O. Box 1088	124 W 8 th Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL AND 1 ELECTRONIC FLASH DRIVE COPY OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	9
0500	SCOPE OF WORK	ATT
0500A	SCOPE OF WORK – ATTACHMENT A – AW SITES AND REQUIREMENTS	ATT
0500B	SCOPE OF WORK – ATTACHMENT B – PARD SITES AND REQUIREMENTS	ATT
0500C	SCOPE OF WORK – ATTACHMENT C – APH SITES AND REQUIREMENTS	ATT
0500D	SCOPE OF WORK – ATTACHMENT D – AFD SITES AND REQUIREMENTS	ATT
0505	SUSTAINABILITY REQUIREMENTS & REPORTING	2
0510	EXCEPTIONS CHECKLIST	1
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	5
0600A	COST PROPOSAL SHEET	ATT
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	2
0800	NON-DISCRIMINATION AND NON- RETALIATION CERTIFICATION	2
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION–Complete and return	1
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1
0900	SUBCONTRACTING/SUB-CONSULTING UTILIZATION FORM – Complete & return	1
0905	SUCONTRACTING/SUB-CONSULTING UTILIZATION PLAN – Complete and return if applicable	3

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 “Certificate of Interested Parties” that is signed and notarized for a contract award requiring council authorization. The “Certificate of Interested Parties” form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of

the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: UCS

Company Address: 1834 Ferguson Ln., Ste. 1000

City, State, Zip: Austin, TX 78754

Federal Tax ID No. _____

Printed Name of Officer or Authorized Representative: Benjamin H. Wells

Title: President

Signature of Officer or Authorized Representative: 

Date: 05/16/17

Email Address: bwells@ucscompanies.com

Phone Number: 512-385-6600

*** Proposal response must be submitted with this Offer sheet to be considered for award**

Section 0510: Purchasing Office Exceptions Form

Solicitation Number: MDD0102 Custodial Services

The City will presume that the Offeror is in agreement with all sections of the solicitation unless the Offeror takes specific exception as indicated below. The City, at its sole discretion, may negotiate exceptions to the sections contained in the solicitation documents or the City may deem the Offer non-responsive. The Offeror that is awarded the contract shall sign the contract with the accepted or negotiated sections.

Copies of this form may be utilized if additional pages are needed.

☒ Accepted as written.

☐ Not accepted as written. See below:

Indicate:

- ☐ **0300 Standard Purchase Terms & Conditions**
- ☐ **0400 Supplemental Purchase Provisions**
- ☐ **0500 Scope of Work**

Page Number

Section Number

Section Description

Alternative Language:

Justification:

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	UCS	
Physical Address	1834 Ferguson Ln., Ste. 1000, Austin, TX 78754	
Is your headquarters located in the Corporate City Limits? (circle one)	<input checked="" type="radio"/> Yes	<input type="radio"/> No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?	<input type="radio"/> Yes	<input type="radio"/> No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	<input checked="" type="radio"/> Yes	<input type="radio"/> No

SUBCONTRACTOR(S): N/A

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	<input type="radio"/> Yes	<input type="radio"/> No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	<input type="radio"/> Yes	<input type="radio"/> No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

Section 0815: Living Wages Contractor Certification

Company Name UCS

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than \$13.50 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than \$13.50 per hour.

Employee Name	Employee Job Title
Max Rhorer	Division Manager
Jorge Carcamo	Sr. Janitorial Ops Mgr
JR Rodriguez	Business Development
Ben Wells	President
Edgar Carcamo	Janitorial Operations
Vivian Gonzalez	CSR

USE ADDITIONAL PAGES AS NECESSARY

- (1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than \$13.50 per hour.
- (2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0835: Non-Resident Bidder Provisions

Company Name UCS

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
- (2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: _____ Which State: _____

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: _____

MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)

PROCUREMENT PROGRAM

Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form

SOLICITATION NUMBER: MDD0102

SOLICITATION TITLE: Custodial Services

In accordance with the City of Austin's Minority and Women-Owned Business Enterprises (M/WBE) Procurement Program (Program), Chapters 2-9A/B/C/D of the City Code and M/WBE Program Rules, this Solicitation was reviewed by the Small and Minority Business Resources Department (SMBR) to determine if M/WBE Subcontractor/Sub-Consultant ("Subcontractor") Goals could be applied. Due to insufficient subcontracting/subconsultant opportunities and/or insufficient availability of M/WBE certified firms, SMBR has assigned no subcontracting goals for this Solicitation. However, Offerors who choose to use Subcontractors must comply with the City's M/WBE Procurement Program as described below. Additionally, if the Contractor seeks to add Subcontractors after the Contract is awarded, the Program requirements shall apply to any Contract(s) resulting from this Solicitation.

Instructions:

- a.) Offerors who do not intend to use Subcontractors shall check the "NO" box and follow the corresponding instructions.
 b.) Offerors who intend to use Subcontractors shall check the applicable "YES" box and follow the instructions. **Offers that do not include the following required documents shall be deemed non-compliant or nonresponsive as applicable, and the Offeror's submission may not be considered for award.**

☒ **NO, I DO NOT intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do not intend to use Subcontractors shall complete and sign this form below (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form) and include it with their sealed Offer.

☐ **YES, I DO intend to use Subcontractors/Sub-consultants.**

Instructions: Offerors that do intend to use Subcontractors shall complete and sign this form below (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Form), and follow the additional Instructions in the (Subcontracting/Sub-Consulting ("Subcontractor") Utilization Plan). Contact SMBR if there are any questions about submitting these forms.

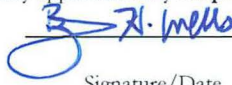
Offeror Information			
Company Name	UCS		
City Vendor ID Code	UNI8315692		
Physical Address	1834 Ferguson Ln., Ste. 1000		
City, State Zip	Austin, TX 78754		
Phone Number	512-385-6600	Email Address	bwells@ucscompanies.com
Is the Offeror City of Austin M/WBE certified?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES Indicate one: <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture		

Offeror Certification: I understand that even though SMBR did not assign subcontract goals to this Solicitation, I will comply with the City's M/WBE Procurement Program if I intend to include Subcontractors in my Offer. I further agree that this completed **Subcontracting/Sub-Consulting Utilization Form**, and if applicable my completed **Subcontracting/Sub-Consulting Utilization Plan**, shall become a part of any Contract I may be awarded as the result of this Solicitation. Further, if I am awarded a Contract and I am not using Subcontractor(s) but later intend to add Subcontractor(s), before the Subcontractor(s) is hired or begins work, I will comply with the City's M/WBE Procurement Program and submit the **Request For Change** form to add any Subcontractor(s) to the Project Manager or the Contract Manager for prior authorization by the City and perform Good Faith Efforts (GFE), if applicable. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form. I understand that, if a Subcontractor is not listed in my **Subcontracting/Sub-Consulting Utilization Plan**, it is a violation of the City's M/WBE Procurement Program for me to hire the Subcontractor or allow the Subcontractor to begin work, unless I first obtain City approval of my **Request for Change** form.

Benjamin H. Wells, President

Name and Title of Authorized Representative (Print or Type)

Signature/Date

 5/16/17



City of Austin

Small & Minority Business Resources Department, 4201 Ed Bluestein Boulevard, Austin, TX 78721

Mailing Address: PO Box 1088, Austin, Texas 78767, Telephone (512) 974-7645 Fax (512) 974-7609

August 18, 2016

Benjamin Wells
BHW Operating Company LP
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754

Congratulations!

**BHW Operating Company, LP DBA: UCS
UNI8315692**

has been certified as a **Small Business Enterprise (SBE)**
to participate in the City of Austin's
Small Business Construction Procurement (SBCP) Program.

Your SBE certification is valid for one (1) year, expiring on **08/17/2017**.

Recertification as an SBE is contingent on submittal of a sworn affidavit of continuing eligibility including any supporting documentation to the City of Austin's Small & Minority Business Resources Department (SMBR) prior to your certification anniversary.

As a City of Austin registered vendor, you are responsible for maintaining accurate information on your vendor profile. You are asked to update *any changes* related to your business in the City's Vendor Connection system at https://www.austintexas.gov/financeonline/vendor_connection/index.cfm. You can perform these changes daily from 7:00AM to 7:00PM. If you need assistance making changes, please contact Vendor Registration at (512) 974-2018 or by email at vendorreg@austintexas.gov.

Thank you for your interest in the program and we wish you continued success. Please contact the Certification Office at (512) 974-7645 if you need further information.

Sincerely,

Veronica Briseño Lara
Director
Small & Minority Business Resources Department

VBL: AB



ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFP MDD0102
Custodial Services

Addendum No: 1

Date of Addendum: April 22nd, 2017

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Document Changes:

1. Replace 0600A Cost Proposal Sheet with the attached updated 0600A ADDENDUM 1 Cost Proposal Sheet. A line item was added to capture a weekend hourly rate for occasional work that may be requested to be performed during weekend hours.
2. The pre-proposal sign in sheet is attached.

II. Questions:

(Q1) Will the contractor ever be expected to work weekends?

(A1) The contractor may be expected to work weekends if requested. The City contract manager will request and schedule weekend services in advance directly with the contractor. For example monthly, semi-annual, and annual requirements may need to be performed during weekend hours.

(Q2) Can you bid partial bids in Category A or B?

(A2) No, you must bid all of Category A or all of Category B or you can bid all of both A and B.


(Q3) On the 0600A Cost Breakdown tab, Column D, please clarify what should be included in the FICA and Benefits tab.

(A3) Benefits are defined as anything above an employee's salary, including paid time off, retirement contributions, and any other fringe benefits.

(Q4) How does the 0600A Cost Breakdown relate to the Cost Proposal?

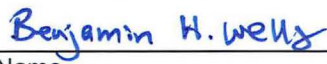
(A4) The Cost Breakdown is not a scored item. It is used for informational purposes only. The Cost Proposal and Cost Breakdown should however correspond to one another.

APPROVED BY:


Matthew Duree, Procurement Supervisor
Purchasing Office, 512-974-6346

4-24-17
Date

ACKNOWLEDGED BY:


Name


Authorized Signature

5/16/17
Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.



**ADDENDUM
CITY OF AUSTIN, TEXAS**

Solicitation: RFP MDD0102

Addendum No: 2

Date of Addendum: May12th, 2017

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Document Changes:

1. Replace the 0600A Addendum 1 Cost Proposal Sheet with the attached updated 0600A Addendum 2 Cost Proposal Sheet that includes a corrected formula for cell F30.

As per section I of the 0200 Solicitation Instructions, if a discrepancy occurs between the unit price and extended price, the unit price shall govern. Purchasing staff, during their review of proposals, will ensure all extended prices have been multiplied correctly, if incorrect sums are found staff will reach out to the vendor for sign off on the corrected \$ amount.

APPROVED BY: _____

Matthew Duree
Matthew Duree, Procurement Supervisor
Purchasing Office, 512-974-6346

5-12-2017
Date

ACKNOWLEDGED BY:

Benjamin H. Wells
Name

[Signature]
Authorized Signature

5/16/17
Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.



1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
Direct: 512-385-6600
Toll-Free: 844-385-6600
Fax: 512-385-0320
www.ucskompanies.com

Executive Summary

UCS is pleased to provide this response to the City of Austin Solicitation # MDD0201, Custodial Services for Various City Facilities.

UCS has been an Austin-based small business since 1996, providing turn key and contract janitorial services for some of Austin's most elite commercial clients. We have extensive experience providing services of the type covered by this RFP, including providing services in security sensitive buildings and complying with living wage requirements.

Satisfied/return clients include:

- City of Austin Water Department
- TIG Real Estate Services
- Stream Realty
- Capital Metropolitan Transportation Authority

Staff management team for UCS is led by:

UCS President, Ben Wells, 512-385-6600
Division Supervisor, Max Rhorer, II, 512-705-2501
Senior Janitorial Operations Manager, Jorge Carcamo, 512-605-9150

The UCS representative who is authorized to negotiate Contract terms and render binding decisions on Contract matters is:

Ben Wells, President, 512-385-6600
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754

UCS is certified by the City of Austin as a Small Business Enterprise (SBE), and holds various licenses including Texas Mold Remediation Contractor's License (MRC1008), US EPA Lead Safe Certification (NAT-25347-1) and IICRC Certification (178845). UCS has an A+ rating with the Better Business Bureau.

UCS has a strong commitment to sustainability, and uses Green Seal Certified cleaning products and recycled consumable products.

References are available from individual clients and companies, or may be found on our Yelp or Facebook pages.

GOAL DETERMINATION REQUEST FORM

Buyer Name/Phone	Matthew Duree / 512-974-6346	PM Name/Phone	Jessica Easley 512-972-0312
Sponsor/User Dept.	Austin Water, Austin Fire, Austin Public Health, Parks and Recreation	Sponsor Name/Phone	Darrell Richmond
Solicitation No	RFP MDD0102	Project Name	Maintenance and Custodial Services
Contract Amount	Estimated \$750,000 year for 5 years	Ad Date (if applicable)	2/16/17
Procurement Type			
<input type="checkbox"/> AD – CSP <input type="checkbox"/> AD – Design Build Op Maint <input type="checkbox"/> IFB – IDIQ <input checked="" type="checkbox"/> Nonprofessional Services <input type="checkbox"/> Critical Business Need <input type="checkbox"/> Sole Source*			
<input type="checkbox"/> AD – CM@R <input type="checkbox"/> AD – JOC <input type="checkbox"/> PS – Project Specific <input type="checkbox"/> Commodities/Goods <input type="checkbox"/> Interlocal Agreement			
<input type="checkbox"/> AD – Design Build <input type="checkbox"/> IFB – Construction <input type="checkbox"/> PS – Rotation List <input type="checkbox"/> Cooperative Agreement <input type="checkbox"/> Ratification			
Provide Project Description**			
It is the intention of this specification to acquire complete maintenance and custodial services. The Contracted vendor shall provide equipment, tools, parts, materials and maintenance & custodial service staff sufficient to fulfill the requirements of the scope. Scope attached to email.			
Project History: Was a solicitation previously issued; if so were goals established? Were subcontractors/subconsultants utilized? Include prior Solicitation No.			
Previous solicitation - ISR0003 - Maintenance and Custodial Services - No goals established Previous solicitatin -SSC0168 - Janitorial Services for the Balcones Wildland Conservation Devision - No goals established			
List the scopes of work (commodity codes) for this project. (Attach commodity breakdown by percentage; eCAPRIS printout acceptable)			
91039 - Janitorial/Custodial Services -			
Matthew Duree		1/31/2017	
Buyer Confirmation		Date	

* Sole Source must include Certificate of Exemption

**Project Description not required for Sole Source

FOR SMBR USE ONLY			
Date Received	2/13/2017	Date Assigned to BDC	2/13/2017
In accordance with Chapter2-9(A-D)-19 of the Austin City Code, SMBR makes the following determination:			
<input type="checkbox"/> Goals	% MBE	% WBE	
<input type="checkbox"/> Subgoals	% African American	% Hispanic	

GOAL DETERMINATION REQUEST FORM

	% Asian/Native American	% WBE
<input type="checkbox"/> Exempt from MBE/WBE Procurement Program		<input checked="" type="checkbox"/> No Goals

GOAL DETERMINATION REQUEST FORM

This determination is based upon the following:

- | | |
|--|---|
| <input type="checkbox"/> Insufficient availability of M/WBEs | <input type="checkbox"/> No availability of M/WBEs |
| <input type="checkbox"/> Insufficient subcontracting opportunities | <input checked="" type="checkbox"/> No subcontracting opportunities |
| <input type="checkbox"/> Sufficient availability of M/WBEs | <input type="checkbox"/> Sufficient subcontracting opportunities |
| <input type="checkbox"/> Sole Source | <input type="checkbox"/> Other |

If Other was selected, provide reasoning:

MBE/WBE/DBE Availability

Commodity Code 91039 has 20 available M/WBEs located in the SLBP area.

Subcontracting Opportunities Identified

Solicitation has only one commodity code. No subcontracting opportunities identified. Available M/WBE companies may bid as primes. Multiple Award is recommended.

MCounselor Name

SMBR Staff *Kenneth Kalu*

Signature/ Date *Kenneth Kalu 2/13/2017*

SMBR Director or Designee

Date *2/15/17*

Returned to/ Date:

Approved on contingency on multiple awards



City of Austin

Purchasing Office

P.O. Box 1088, Austin, TX 78767

March 1, 2018

American Facility Services, Inc
Shawn Hall
Texas Division Manager
5555 N. Lamar Blvd/Suite J113
Austin, TX 78751
shall@amfacility.com

Dear AFS:

The Austin City Council approved the execution of a contract with your company for Custodial Services in accordance with the referenced solicitation.

Responsible Department:	FSD
Department Contact Person:	Augustin Cancino
Department Contact Email Address:	Augustin.Cancino@austintexas.gov
Department Contact Telephone:	512-972-0344
Project Name:	Custodial Services
Contractor Name:	American Facility Services, Inc
Contract Number:	MA 2200 NA180000073
Contract Period:	03/01/2018 – 03/01/2020
Dollar Amount	\$1,800,000
Extension Options:	3 – 12 Month Extension Options
Requisition Number:	RQM 2200 16090700689
Solicitation Type & Number:	RFP 2200 MDD0102
Agenda Item Number:	46
Council Approval Date:	02/1/2018

Thank you for your interest in doing business with the City of Austin. If you have any questions regarding this contract, please contact the person referenced under Department Contact Person.

Sincerely,

Matthew Duree
Procurement Supervisor
City of Austin
Purchasing Office

cc: Augustin Cancino
Andres Ramirez
Darrell Richmond



City of Austin

Purchasing Office

P.O. Box 1088, Austin, TX 78767

March 1, 2018

BHW Operating Company LP / UCS
Benjamin H. Wells
1834 Ferguson Ln., Ste. 1000
Austin, TX 78754
bwells@ucscorporations.com

Dear BHW / UCS:

The Austin City Council approved the execution of a contract with your company for Custodial Services in accordance with the referenced solicitation.

Responsible Department:	APH
Department Contact Person:	Kymberley Maddox
Department Contact Email Address:	Kymberley.Maddox@austintexas.gov
Department Contact Telephone:	512-974-3865
Responsible Department:	PARD
Department Contact Person:	Idella Wilson
Department Contact Email Address:	Idella.Wilson@austintexas.gov
Department Contact Telephone:	512-974-6718
Responsible Department:	APL
Department Contact Person:	Mario Martinez
Department Contact Email Address:	Mario.Martinez@austintexas.gov
Department Contact Telephone:	512-974-9621
Project Name:	Custodial Services
Contractor Name:	BHW Operating Company, LP / UCS
Contract Number:	MA 2200 NA180000073
Contract Period:	3/01/2018 – 03/01/2020
Dollar Amount	1,800,000
Extension Options:	3 – 12 Month Extension Options
Requisition Number:	RQM 2200 16090700689
Solicitation Type & Number:	RFP 2200 MDD0102
Agenda Item Number:	46
Council Approval Date:	02/01/2018

Thank you for your interest in doing business with the City of Austin. If you have any questions regarding this contract, please contact the person referenced under Department Contact Person.



City of Austin

Purchasing Office

P.O. Box 1088, Austin, TX 78767

Sincerely,

Matthew Duree
Procurement Supervisor
City of Austin
Purchasing Office

cc: Idella Wilson
Kymberley Maddox
Mario Martinez